



COMPANY  
PROFILE  
2026

**ZENERGY**

*"Intelligent Utilities Management"*



# foreword

## Utilities Smart Metering & Intelligence across South Africa

Zenergy is built with a single purpose: to proactively safeguard clients against inefficient utility consumption and inaccurate billing.

Since day one, we have championed the belief that utilities data should not only be measured, but also be used, applied, and acted upon to improve outcomes.

Zenergy provides intelligent utility metering, monitoring and billing solutions for commercial, industrial and multi-tenant property portfolios across South Africa.

Our proprietary, fully integrated platform is purpose-built for the South African market, combining smart metering infrastructure, advanced monitoring software, and automated billing systems to provide property owners with complete visibility of utility consumption while ensuring accurate, efficient cost recovery.

Through real-time data, detailed analytics and automated billing outputs, Zenergy helps organisations transform utilities from a complex administrative burden into a transparent and actively managed operational asset.

“Active utility management  
for modern property  
portfolios”



# about Zenergy

“ Zenergy delivers intelligent utility metering, monitoring and automated billing for property portfolios, industrial facilities and multi-tenant developments. ”

Established in 1997, Zenergy SA (Pty) Ltd has grown into a trusted utility intelligence and active energy management provider for industrial, retail, commercial and multi-tenant property environments across South Africa.

Over nearly three decades, the company has evolved from its early energy-efficiency technologies into a comprehensive utility metering, monitoring and billing platform, with smart meter installations deployed across a wide range of commercial and industrial facilities nationwide.

Today, Zenergy operates within a modern Intelligent Utilities framework, integrating hardware, software and managed services to provide continuous insight into electricity, water and other utility consumption.

The customers we serve range from large to small commercial and industrial property portfolios with multiple tenants consuming utilities, as well as large individual utility consumers, such as mines and factories, that need to understand how electricity and water are being consumed at a specific site, process, or equipment level.

Our systems eliminate manual meter readings, reduce billing disputes and provide organisations with the real-time data required to manage utilities accurately, transparently and efficiently.

# utility management challenges

“ Zenergy provides the tools and expertise needed to manage utilities accurately, efficiently and transparently. ”


Managing utilities across multi-tenant commercial properties, residential developments, individual homes and complex industrial sites presents several operational and financial challenges.

These typically include:

- »»» **Complex tariff structures:** Municipal electricity and water tariffs change regularly, often include multiple billing components, and differ between billing authorities. This makes it difficult for property owners to ensure that utilities are billed accurately and fairly.
- »»» **Manual meter reading processes:** Traditional utility management frequently relies on manual meter readings and spreadsheet calculations which introduce errors, delays and administrative inefficiencies.
- »»» **Billing disputes and lack of transparency:** Inaccurate or unclear billing often leads to disputes between tenants and landlords. In some cases, tenants may refuse to pay disputed utility charges altogether, creating administrative and financial pressure for property owners.
- »»» **Multiple power and water sources:** Many properties now integrate solar energy systems, standby generators or borehole water systems in addition to municipal supply. This makes the allocation and billing of utilities significantly more complex.

# utility management challenges

- »»» **Delayed cost recovery:** Manual processes often delay tenant billing cycles, which can negatively affect cash flow and financial reporting for property owners.
- »»» **Equipment-level energy consumption:** On large industrial sites, electricity consumption is often driven by heavy equipment such as crushers, furnaces, pumps or conveyor systems. Without detailed monitoring, operators may struggle to determine which machines or processes are responsible for excessive consumption or demand spikes.
- »»» **Late discovery of spikes or leaks:** Water leaks or electricity demand spikes are frequently discovered only after the municipal invoice is received. By that stage, significant losses may already have occurred.
- »»» **Inability to compare municipal billing with actual usage:** Many property owners lack the tools to compare municipal supply invoices with the actual consumption measured across their sites, tenants, or pre-paid metered tenants. Without this visibility, discrepancies may go unnoticed and planning becomes difficult.
- »»» **Electric vehicle charging infrastructure:** The growing adoption of electric vehicle charging stations introduces additional demand on electrical infrastructure. Property owners must plan for this capacity and ensure that charging consumption can be monitored and billed accurately.



Without the right systems in place, these challenges can result in lost revenue, operational inefficiencies and increased financial risk.

# ZenergyIQ

## Zenergy's intelligent utilities platform

Zenergy provides a comprehensive utility management platform designed to measure, monitor and manage utilities continuously and accurately. ZenergyIQ is purpose-built in South Africa by Zenergy for the local utility and tariff environment, rather than adapted from an international off-the-shelf system. It is continuously refined to meet evolving regulatory requirements and tailored to address specific client needs. The platform integrates three key components:

- »» Smart metering infrastructure: High-accuracy electricity and water meters measure consumption at tenant, building, site or equipment level, depending on the client's infrastructure and monitoring requirements.
- »» Automated meter data acquisition: Meter readings are captured automatically and transmitted continuously to ZenergyIQ without any manual intervention, eliminating the need for manual readings while ensuring reliable and consistent data collection.
- »» Utility intelligence and billing: Consumption data feeds directly into billing systems and live reporting tools, producing accurate and auditable utility invoices while providing detailed operational insights.

This integrated approach ensures that utility data is not only measured but actively analysed and applied. Through ZenergyIQ, clients receive intelligence reports that enable quick, informed decisions regarding electricity demand management, power-factor efficiency, tariff optimisation and water usage, including the early detection of leaks, abnormal consumption patterns or flow interruptions.

# smart metering & continuous monitoring

Zenergy installs advanced smart metering systems that measure electricity and water consumption with high levels of accuracy. Based on each client's infrastructure, operational requirements and budget, Zenergy will recommend and install the most appropriate metering solution. This may include larger bulk meters for main supply points as well as smaller meters at tenant, building or equipment level. Prepaid electricity and water meters are also incorporated where required by the client.

Meter data is transmitted via communication devices to the ZenergyIQ platform, enabling the continuous, real-time monitoring of utilities.

Key capabilities include:

- »» automated remote meter readings
- »» half-hourly consumption recording in line with recognised metering standards
- »» real-time monitoring of electricity and water usage
- »» demand and power-factor profiling
- »» abnormal consumption alerts
- »» rapid water leakage detection
- »» water storage system refill and no-refill detection

The system enables early identification of irregular consumption patterns, allowing the Zenergy team and clients to respond quickly to potential issues.

This detailed consumption information provides clients with continuous visibility of utility behaviour across their sites and facilities, enabling informed operational decisions based on reliable utility data.

# accurate, effective & transparent billing

Through the ZenergyIQ platform, the Zenergy team provides fully automated tenant utility billing based on precise consumption data and applicable tariff structures.

Our billing engine produces clear, auditable and transparent utility accounts, enabling both tenants and property owners to understand exactly how utility costs are calculated.

Billing capabilities include:

- »» automated tenant utility invoices
- »» consolidated utility statements
- »» tariff change management
- »» transparent line-item billing
- »» common area allocation and billing
- »» billing dispute support

The platform also manages complex scenarios where tariffs change during a billing period, ensuring that the correct tariff is applied to the relevant portion of consumption. In addition, the system can allocate utilities where supply to a site originates from multiple sources, such as municipal water, borehole water, municipal electricity, generator power or solar energy systems.

A key objective of Zenergy's billing process is to enable landlords to recover tenant utility charges as efficiently as possible, often before the municipal utility invoice is received. This helps prevent negative cash-flow situations, ensures that all recoverable costs are billed correctly, and allows property owners to either make appropriate accruals or lodge disputes with the billing authority where municipal billing discrepancies may arise.

Tenant utility billing outputs can be generated using flexible billing date ranges, as required by the property owner. These outputs are available in multiple formats, including PDF statements and Excel or CSV data files, which can be directly imported into the owner's ERP, accounting, or property management systems for invoicing and financial reporting.

# advanced utility source allocation



Modern facilities increasingly rely on multiple utility sources, including municipal electricity supply, solar generation, standby generators, municipal water and borehole water systems.

Zenergy's platform includes advanced functionality that accurately identifies utility consumption or production between these different sources. This enables the ZenergyIQ system to provide accurate, real-time visibility of electricity and water consumption across multiple sites and tenants, enabling complete and reliable reporting and billing regardless of the utility supply source.

The system can allocate consumption between:

- »» municipal electricity supply
- »» solar energy generation
- »» standby generator production
- »» municipal water supply
- »» borehole water sources

Generator usage during power outages is identified through time-and-date stamping from the relevant production meters and billed to tenants using true-cost generator tariffs. This ensures that generator consumption is billed correctly and that it is neither double billed nor omitted from tenant utility charges.

This capability allows property owners to manage complex energy and water environments fairly and transparently. Where property owners invest in infrastructure such as solar plants or boreholes, the system enables them to continue billing tenants for their full consumption while recovering the costs of these installations over time and benefiting from the long-term operational savings they generate.

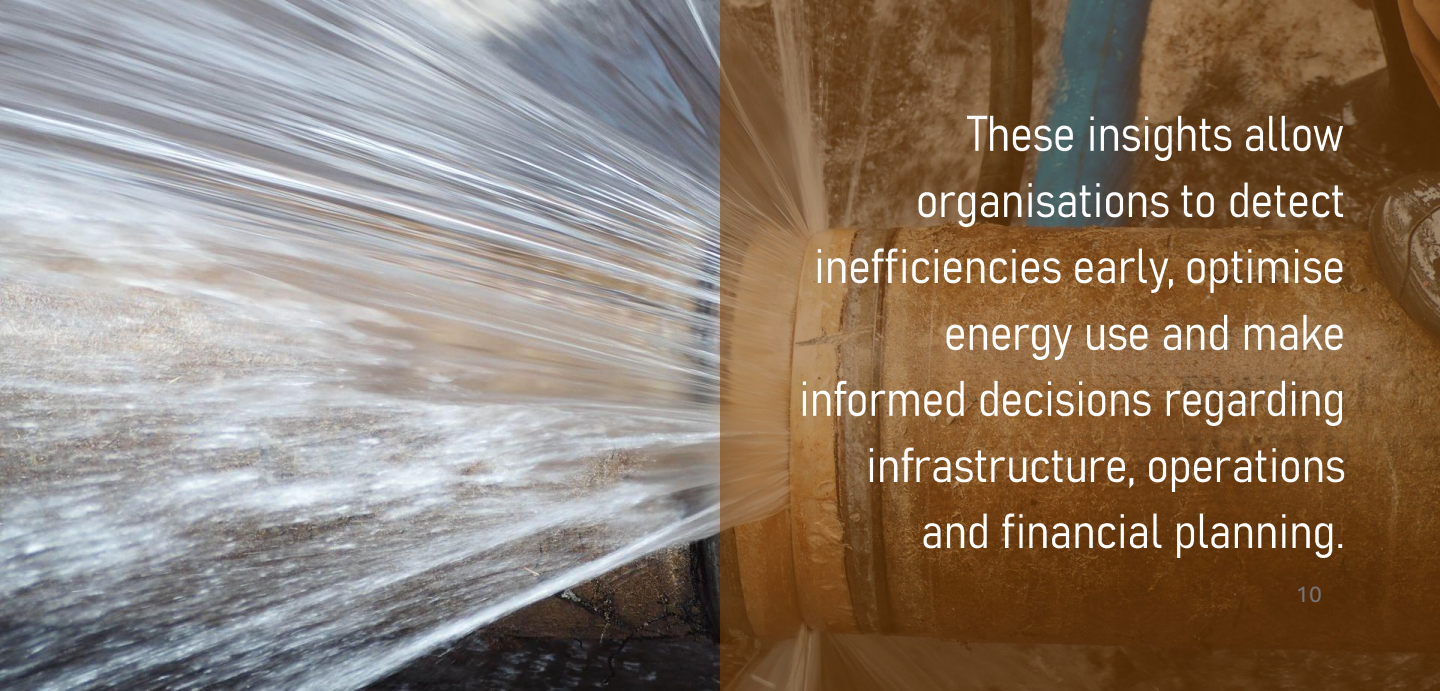
# utility intelligence & operational insights

Zenergy transforms raw utility data into actionable intelligence for both finance and operations teams.

Through the ZenergyIQ monitoring platform, clients gain access to a wide range of reports and analytics, including:

- »» tenant consumption reports
- »» demand and power-factor analysis
- »» energy wastage detection
- »» abnormal consumption alerts
- »» water leakage monitoring
- »» electricity or water supply interruption alerts
- »» equipment-level monitoring for industrial sites
- »» portfolio-level utility reporting across multiple properties

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These insights allow organisations to detect inefficiencies early, optimise energy use and make informed decisions regarding infrastructure, operations and financial planning.

# utility intelligence & operational insights

Additional intelligence reports and analyses include but are not limited to:

- »» **Variance reporting:** comparing municipal utility invoices with actual site consumption and tenant usage (incl. pre-paid), enabling property owners to identify discrepancies, plan accordingly and make financial provisions where under-billing may occur.
- »» **Solar performance and return-on-investment (ROI) reporting:** providing visibility of the financial benefits generated by renewable energy installations.
- »» **Sustainability and ESG data support:** enabling clients to use utility consumption data within their environmental and sustainability reporting frameworks.
- »» **Tariff optimisation analysis:** assisting property owners in selecting the most appropriate electricity tariff structures for their sites and enabling easy switching between tariff configurations within the system.
- »» **Time-of-use (TOU) analysis:** helping organisations identify the most cost-effective periods for electricity consumption and adjust operational behaviour accordingly.
- »» **Demand and capacity analysis:** allowing clients to assess whether their demand charges or kWh tariffs are optimal and whether adjustments to Eskom or municipal capacity allocations may be required.

Through these intelligence capabilities, Zenergy provides clients with the data and insights needed to continuously improve utility efficiency, reduce costs and optimise infrastructure performance.



# reselling utilities

Reselling utilities within multi-tenant properties is both legal and common practice in South Africa, provided it complies with the tariff structures and regulatory framework overseen by the National Energy Regulator of South Africa (NERSA). Zenergy assists property owners in understanding the complexity of different tariffs and ensuring that their utility billing practices align with these requirements.

In many developments, electricity and water are supplied through bulk municipal connections. These bulk tariffs often include lower energy charges per kWh, but higher demand or fixed network charges. Selecting the optimal tariff structure and cost allocation approach is therefore essential for property owners, ensuring they are registered on the most cost-effective tariff.

When utilities are redistributed within a property, tenants may be billed according to recognised commercial electricity resale tariffs, or tariffs based on tenant size, demand profile or municipal classification. These tariffs are regulated and published annually by NERSA.

Zenergy applies these tariff structures when calculating tenant utility charges. Tenant utility invoices provide a transparent line-item breakdown of all applicable components, including energy charges, demand charges, and fixed fees. Billing dates are flexible and can be set according to the specific requests or requirements of the property owner, ensuring convenience, timely cost recoveries and alignment with tenant lease arrangements.

Utility recovery should not be limited to energy consumption alone. Demand charges, network fees and other fixed costs may also need to be allocated across tenants to avoid negative cash-flow situations where municipal payments exceed tenant recoveries. In addition, municipalities may retrospectively adjust billing for several years, making accurate monitoring and reporting essential.

Through Zenergy's systems and expertise, property owners can manage utility resale with transparency, compliance, and financial responsibility.



# compliance & quality standards

Zenergy ensures that all utility management systems operate with accuracy, fairness, warranties and compliance embedded into every engagement..

- » All metering equipment, including electricity, water and other utility meters, conforms to relevant SABS or recognised international measurement standards. Electricity metering systems comply with AMEU half-hour mean recording standards, ensuring alignment with recognised national metering practices.
- » System tolerance levels are maintained at less than 0.5 percent, supporting highly precise monitoring and reporting of utility consumption.
- » Tenant billing is structured in accordance with NERSA-regulated resale tariff frameworks, with utility invoices reflecting clear and transparent breakdowns of all applicable tariff components.
- » Manufacturer warranties and guarantees for metering equipment are passed directly to clients, ensuring reliability and long-term operational assurance.
- » Zenergy also maintains strict data security, privacy and storage protocols, with utility data securely retained for a minimum period of five years, or longer where required by agreement.
- » To ensure transparency and governance, no new hardware installations or service additions are implemented without explicit client approval



# our services

Zenergy provides a comprehensive range of utility intelligence and management services designed to help property owners and large utility consumers accurately measure, monitor, and manage utilities. Our approach combines robust data, advanced systems, and hands-on support, with our team available to engage regularly with clients through scheduled meetings to review performance, address challenges, and identify ongoing optimisation opportunities.

Our pricing is transparent and tailored to each client's requirements. Quotations are based on the number and type of meters required and the services selected, with per-meter service costs typically decreasing for sites requiring more meters. Where required, meter supply and installation costs can be structured over an agreed period, allowing infrastructure investment to be spread over one or two years.

Our fees are typically recovered from the allowable profits generated by the property owner through tenant utility recoveries, ensuring that the service incurs no direct cost to the client's income statement. This approach allows property owners to benefit from comprehensive utility management without impacting their operational expenses, while also optimising revenue collection and cash flow.

## Client onboarding & site assessment

Each engagement begins with a comprehensive assessment to ensure solutions are tailored to the client's infrastructure and operational requirements.

The onboarding process typically includes:

- »» review of historical municipal invoices and billing structures
- »» site visits and infrastructure mapping
- »» identification of infrastructure risks or inefficiencies
- »» agreement on required meters and service scope
- »» installation, integration and testing of metering systems
- »» onboarding of sites, buildings and tenants into the ZenergyIQ platform

Zenergy continually develops the ZenergyIQ platform to accommodate evolving South African regulatory and tariff requirements, as well as specific client needs. This ensures that all sites are efficiently managed, accurately metered, and fully integrated into a platform designed to optimise utility management and revenue recovery.

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# our services

## Utility monitoring & intelligence

Zenergy provides clients with access to a live dashboard, enabling continuous visibility of utility behaviour across their sites.

Key capabilities provided through the dashboard include:

- » 24/7 monitoring of electricity, water, solar and gas consumption
- » half-hourly consumption recording and secure data storage
- » real-time dashboards and remote access to meter data
- » demand profile monitoring and power-factor analysis
- » early detection of water leaks, supply interruptions and abnormal consumption spikes

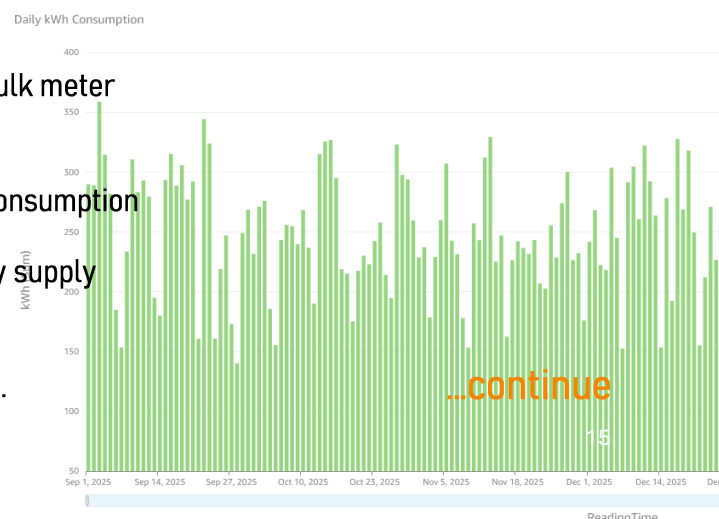
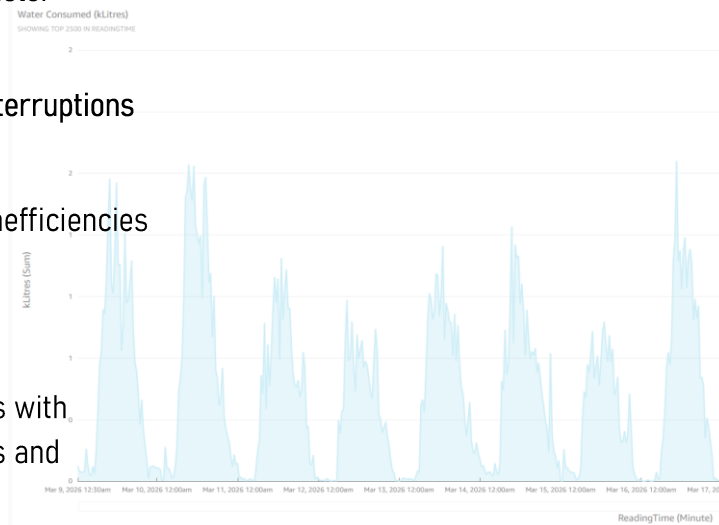
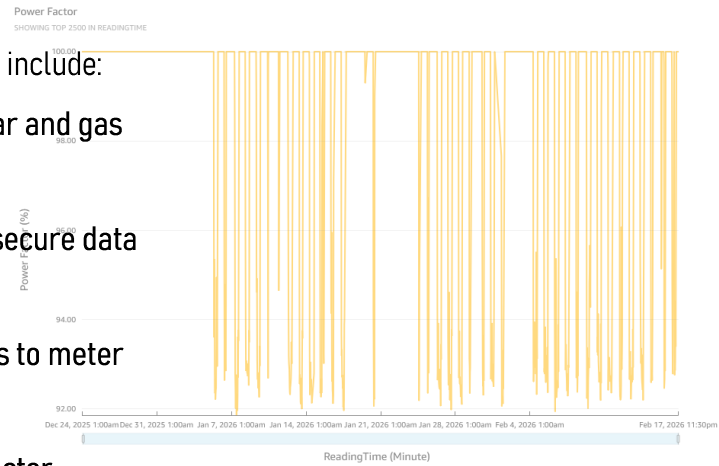
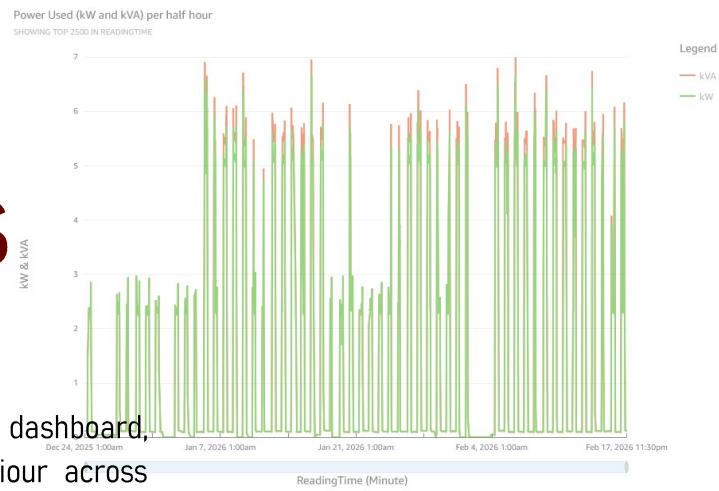
These insights allow organisations to identify inefficiencies early and respond quickly to operational issues.

## Municipal billing verification

Zenergy compares bulk municipal utility invoices with actual site consumption to identify discrepancies and support accurate financial planning.

Services include:

- » comparison of municipal invoices with bulk meter readings
- » reconciliation of site usage and tenant consumption
- » identification of under- or over-billing by supply authorities
- » variance reporting and recovery support.



# our services

## Tenant billing & recoveries

Zenergy provides automated tenant utility billing based on accurate consumption data and applicable tariff structures.

Services include:

- »» automated tenant utility billing in multiple formats (PDF, Excel or CSV)
- »» billing date flexibility
- »» tariff management, adjustments and optimization
- »» allocation of common-area consumption across tenants
- »» tenant onboarding and change management within the ZenergyIQ platform
- »» billing query management and revenue recovery support
- »» billing allocation across multiple utilities supply sources,
- »» accurate allocation and billing of generator and solar consumption using the appropriate tariffs

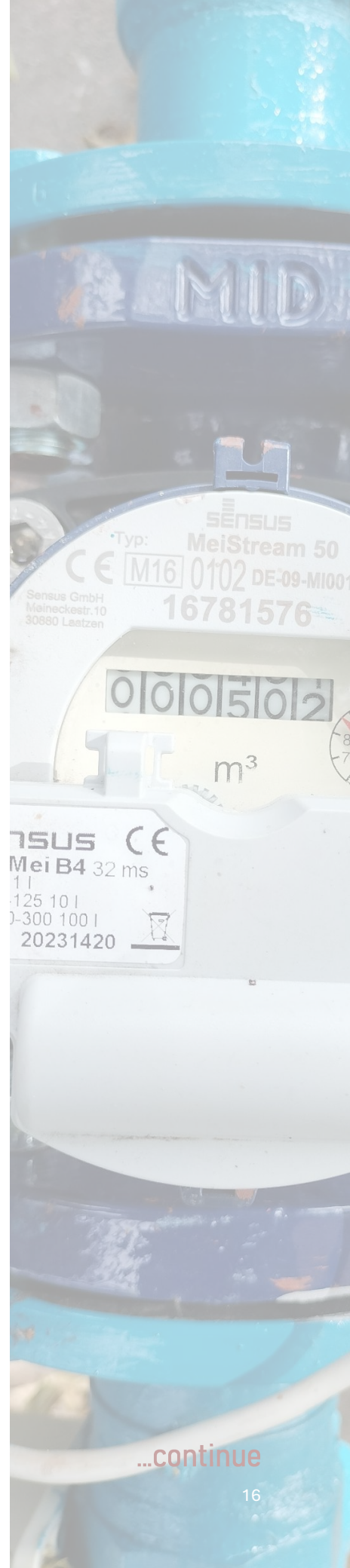
## Full tenant utility management for property owners

Zenergy delivers end-to-end tenant utility management, providing property owners with a seamless turnkey solution.

Building on our automated billing and consumption management services, we also handle:

- »» payment collection from tenants with a proven 99.9% success rate
- »» monthly account settlements with municipalities
- »» comprehensive monthly management reports, detailed reconciliations, and the outcomes of all actions.

This service ensures property owners have complete visibility and control, while reducing administrative burden and maximising revenue recovery.



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# our services

## Engineering & utility advisory services

Zenergy provides engineering-led advisory support to help clients improve utility efficiency and infrastructure performance.

These services may include:

- » infrastructure review and tariff optimisation recommendations
- » installation advisory, vetting and supervision of solar, generators and boreholes.
- » load management and demand optimisation strategies
- » power-factor correction planning
- » electrical efficiency assessments
- » utility tariff adjustment and cost-saving infrastructure advice

## Utility reporting & analytics

The ZenergyIQ platform provides detailed reporting to support financial planning and operational decision-making.

Reports may include:

- » tenant and building-level consumption reports
- » portfolio-wide utility analysis
- » equipment-level monitoring for industrial sites
- » solar, generator, and borehole performance and ROI analysis and reporting
- » Time-of-Use (TOU) consumption analysis
- » demand and capacity analysis
- » variance reports comparing municipal supply, site usage and tenant billing
- » future cost projections that are based on upcoming tariff changes.
- » reporting on cost loss from incorrect tariffs, leaks, or unusual consumption
- » pre-paid tenant meter monitoring and comparison to overall site consumption
- » analysis of cost recovery and recommendations on pre-paid versus post-paid billing.

# contact details

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