

YELLOW CARD FROM WOZA/MOZA

ZESA, you have cheated us and abused our right to power for too long. We are giving you a yellow card.

- We, fixed meter customers, are only prepared to pay US\$5 for the poor service we are currently receiving and because of your inefficient billing system.**
- We, the metered consumers, will only pay ACTUAL bills and if you send us inflated estimates as you have been doing, we will ignore them and pay our own estimate based on our usage for that month.**
- We reserve the right to renegotiate the tariffs when you have a proper accounting system in place and can provide us with a proper service.**
- We expect the service to improve during the month of May. Fixed meter customers can be persuaded to pay US\$15 for a 24 x 7 days service, but if the service does not improve WOZA/MOZA will mobilise a ZERO service ZERO bill boycott.**

ZESA companies you have a month to change your bad habits or face a suspension of service. We demand power to the people in 2010.