



# PRE-PAID ELECTRICITY

## DEAR CUSTOMERS

Welcome to your electrical network. EThekweni Municipality is proud to serve our communities with electricity. Our primary aim is to supply good quality electricity to you in a safe and affordable manner.

Electricity plays a valuable part in our lives but it must be used efficiently and handled with care as it can be very dangerous. To ensure your safety and general understanding whilst using electricity, please familiarise yourself with the contents of this brochure. If you do have any enquiries, please contact us at our contact centre and we will be glad to help.

## ELECTRICITY SUPPLY

Electricity is supplied to you via the prepayment meter that was installed within your property. This meter remains the property of eThekweni Municipality and must not be tampered with. Any attempt to steal, tamper, bypass or interfere with the meter or the municipal installations will result in the disconnection of your supply and you will be liable for all costs.

## USING ELECTRICITY SAFELY

Electricity cannot be easily seen or heard and must therefore be handled with extreme care to prevent danger. All electrical connections must be done by an approved Electrician. Loose or incorrect connections can lead to electrocutions, overheating and the risk of fire.

Since safety is our main concern, we would like to caution you to use electricity safely by avoiding the following:

- Illegally connecting electricity.
  - Plugging too many appliances into a socket – an overloaded circuit creates a fire hazard
- By taking simple precautions, electrical fires, injury and loss of life can be avoided.

## UNDERSTANDING PREPAYMENT ELECTRICITY TOKENS

Meter tokens can be purchased from over 600 vendors within eThekweni Municipality. Once you have purchased your token, you will receive a slip with a 20 digit number printed on it. This slip is called a prepayment electricity token. The 20 digit number must be entered into the meter via the keypad. The numbers entered are displayed on the LCD. They must be entered from left to right.

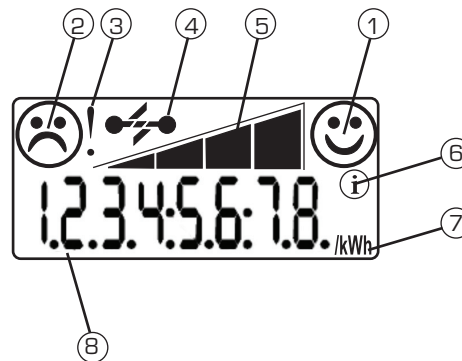
A decimal point is displayed at every fourth digit for ease of viewing. Incorrect entries can be corrected by pressing the backspace key. Pressing the backspace key twice in quick succession will clear the entire entry.

Acceptance of a valid token is automatic. Once a complete token has been entered, the meter processes it and a scrolling credit wedge is displayed if accepted. The display updates itself and shows the remaining credit on the meter.

**Please Note:** The first token purchased on a new or replaced meter must be through an eThekweni Service Centre or a direct eThekweni Vendor.

## UNDERSTANDING THE METER

The screen is designed to give a clear visual indication of the important meter functions:



- 1 - Happy face
- 2 - Sad Face
- 3 - Alarm indicator (Low credit warning)
- 4 - Contactor status indicator
- 5 - Remaining credit indicator
- 6 - Information mode
- 7 - Power (kWh) function
- 8 - Eight X 7 segment digits (default to credit remaining)

Customers can expect to see indications on LCD displayed as below

<b>Normal Operation</b>	
Display shows remaining credit (kWh). Contactor closed and consumption rate indicator (Red LED) flashes at a rate proportional to the power being used	
<b>Low Credit warning</b>	
Credit running low and more needs to be purchased to avoid disconnection of supply	
<b>Zero Credit</b>	
Supply disconnected, Zero credit in meter	
<b>Power Limit Lockout</b>	
Supply disconnected. Credit available, but too much power drawn (overload)	

## ETHEKWINI ELECTRICITY

1 Jelf Taylor Crescent ■ P.O. Box 147, Durban 4000  
Tel: 031 311 1111 ■ Fax: 031 311 9010

**Contact Centre: 080 1313 111**



















SMS: 083 700 0819 ■ Cable Theft: 031 311 9611  
Email: [custocare@elec.durban.gov.za](mailto:custocare@elec.durban.gov.za)

It's My City It Starts With Me



## FACE INDICATIONS

After a pin number has been entered one of the following face indicators will identify the status of the meter

		Normal operating mode (Includes zero credit and supply disconnected)				
		Number not recognised by meter				
		Number already used				
		Not enough digits entered (30-second timeout)				
		Meter Tampered				
		Service callout				
						Number expired

## BASIC METER OPERATION

The meter stores basic information regarding your usage. By pressing the "i" and number in brackets on the key pad, you will be able to view the following information one at a time on the screen

- [001] Instantaneous power (Watts)
- [003] Total Unit Counter (kWh)
- [008] Current 30 day consumption
- [009] Previous 30 day consumption
- [025] Scroll meter number

## BUYING PREPAYMENT ELECTRICITY TOKENS

Customers must only pay the current tariff rate. No service charge or vendor commission is applicable. **Please note:** The first token purchase must be through an eThekweni Service Centre or a direct eThekweni Vendor.

EThekweni Municipality has over 600 vending points to facilitate the sale of electricity tokens. Tokens can also be purchased through the following Channels:

**CUSTOMER SERVICE CENTRES:** Any eThekweni Service Centre can issue Tokens.

**POINT-OF-SALE:** Token purchases are available at selected retail sites such as Petrol Garages & Supermarkets.

**INTERNET VENDING:** <http://www.prepaid24.co.za/> and <https://www.powertime.co.za/en/> allows the customer to do an EFT to purchase Tokens which they will SMS or e-mail to you.

**AUTOMATED TELLER MACHINE (ATM):** Unipin vouchers (Scratch cards) are available from certain banks, ATM's and retailers.

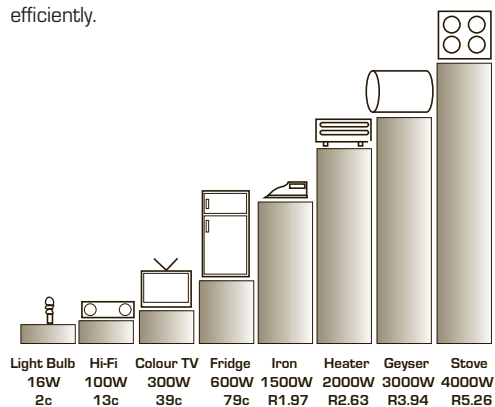
**AUTOMATED VENDING MACHINE (AVM):** Tokens are generated by AVM's after the correct amount of money has been deposited into the AVM.

**VENDING MACHINES:** Operates similarly to AVM's except that it issues Unipin (scratch cards) and not a Token.

**CELLPHONE:** <http://www.senda.co.za/> allows customers to purchase Tokens directly from their cellphones or any other Senda registered cellphone. Sign up on \*130\*256# (toll free).

## ENERGY EFFICIENCY

You can reduce your energy bill by using your appliances efficiently.



**Total cost = Kilowatts (Rating) x Hours of use x Per unit charge** (eg. large stove plates rated at 1 500 Watts is used for 1hr)

- Convert watts to kilowatts : Divide by 1 000
- Convert cents to Rands: Divide by 100

$$\frac{1\,500}{1\,000} \text{kW} \times 1 \text{hr} \times \frac{131.46}{100}$$

$$1,5 \times 1 \times 1,3146 \text{ (Residential Rate 2014/15)}$$

$$R1,97$$

## FREE BASIC ELECTRICITY (FBE)

FBE is an initiative to assist indigent citizens of South Africa. EThekweni Municipality currently provides 65 kWh of free electricity to customers. Only households with a monthly average consumption of 150 kWh or below is eligible to receive the benefit. The first 65 kWh purchased is free and the remainder up to 150 kWh is sold at a reduced rate. The beneficiary of FBE must collect and use the FBE token in the month it is valid for. On new meter installations; qualifying customers will only receive FBE on the following month if the consumption was equal to or below 150 kWh. FBE is the second 20 digit number on your token.

## FAULT REPORTING

The Electricity Unit has established a contact centre that is available 24 hours a day, 7 days a week to capture and process your faults, queries and complaints.

Contact Centre : 080 1313 111 (toll free)

SMS : 083 700 0819

Cable Theft : 031 311 9611 (quick response)

Email : [custocare@elec.durban.gov.za](mailto:custocare@elec.durban.gov.za)


Note that the following information will be requested from the customer: Name, Contact No., I.D. No, Meter Number, Address - **Structured:** formal address or **Unstructured:** transformer number, area, pole number.

## THEFT AND ILLEGAL CONNECTIONS

An illegal connection is defined as the unauthorised connection of power from the Electrical Mains or the unauthorised re-connection of an officially disconnected premises.

A person using an illegal connection does not just steal electricity from the Municipality but from you and the community. Furthermore it creates an unsafe situation for our communities as people can be harmed or killed by illegal connections.

If you observe someone stealing cable or illegally connecting to the electricity grid, please report it to the Municipality or the police department.

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