

Switch to prepaid



Eskom Smart
Prepaid Split Metering
programme



Background

Eskom in the Gauteng Province has embarked on an electricity network infrastructure upgrade programme. The main objective of this initiative is to improve the service rendered to our customers through ensuring the reliability of supply and empowering them to control and manage their own consumption. Eskom is currently rolling out Smart Prepaid Meters in Sandton and Midrand specifically targeting residential customers. The smart prepaid split meters will be provided at no cost to customers.



The roll out of the programme will begin with a consultation process with all stakeholders and members of the community. Customer engagements will be conducted through various means such as community meetings and awareness campaigns with the aim of educating customers on the benefits of prepaid split metering, Free Basic Electricity (FBE), Inclining Block Tariff (IBT) and Energy Efficiency.

What is a smart prepaid meter?

A smart meter is an advanced type of digital electricity meter that records when, and how much, electricity is consumed and deducts from the amount consumed from a prepaid balance loaded by the customer.

- Smart prepayment split metering solution is made up of the meter and the Customer Interface Unit (CIU).
- The meter and CIU communicate with each other remotely enabling the CIU to display exactly what your electricity credit balance is.
- The smart meter allows you to view near real-time electricity usage over time and helps you manage your consumption
- Smart prepaid meters are capable of two-way communication between the meter and Eskom. This enables Eskom to read information off the meter, detect power outages and meter tampering and to send information to the meter such as programming updates
- Automated instructions are also sent to the meter to interrupt the power supply when your prepaid account balance reaches zero, and to reconnect supply once you have loaded credit.



What is a customer interface unit (CIU)?

It is a device used by the customer to enter or punch in the voucher as well as to display the remaining credit and other meter details. It has a red indicator/light that flashes faster when the customer is consuming more energy and flashes slower when the consumption is lower.

What are the benefits of Smart Prepaid Meters?

- 1. Cost saving** – customers will be able to monitor and have control over their consumption and use their electricity more efficiently and sparingly
- 2. Improved customer service** – queries relating to electricity billing will be eliminated and real time outage detection will enable Eskom to respond faster to faults in the field
- 3. Reduced theft and fraud** – as smart meters have anti-tampering technology and tamper alarms which are linked to the Eskom system to report malfunctions and detect meter bypassing
- 4. Proactive customer notification** – SMS and email reminders to notify customers when they are running out of credit and need to top up will be sent
- 5. Other benefits include** – improved safety, reliable and stable electricity supply, less power outages and load shedding events



How to buy and load prepaid electricity?

Use the meter number on your card or receipt to buy your prepaid electricity. Buy from an Eskom appointed/accredited legal vendor. Prepaid vouchers are also available at leading supermarkets, banks, or you can use the internet. Alternatively use your cellular phone to get electricity through online vendors or your bank. Your receipt will show how much electricity you have bought.

Once you have bought your electricity voucher, punch the voucher number into your CIU at home to load the electricity units into your meter.

The CIU will show you on the window display how much electricity you have loaded. The CIU will also show you how much electricity you have left. The flashing light will flash faster the more electricity you use.

Buy only legal prepaid electricity vouchers

It is important to only buy your electricity from legal vendors. A legal vendor will sell you the correct amount of electricity you paid for and will have a vendor identification sticker or sign on their premises.

A vendor is not allowed to charge you a fee for buying prepaid electricity.

Eskom customer contact number 08600 37566



Implementation process

Steps of the implementation process

1. Customers will be informed of the roll out of the Smart Prepaid Meters programme.
2. Meter audits will be conducted at households in Sandton and Midrand.
3. Installation of the smart prepaid split meters will commence in March 2016.
4. Conversion dates will be communicated to the customers.
5. Remote conversion will be done and thereafter customers will be able to purchase prepaid electricity.

When will installation start?

Installation of the prepaid smart meters will start from 1 March 2016.

Can I choose the date and time of the installation?

No, the installation date has been scheduled according to the rollout plan. Eskom will contact each customer closer to the time of their installation.

Smart Prepayment Metering project phases and timelines

The project is divided into phases:

• Phase 1A

- o 10 000 Smart Prepaid Meters to be installed in Midrand and Sandton.
- o Customers will be notified about the installation in the area and the Customer Interface Unit (CIU) will be handed out. The CIU can be plugged in any convenient location in the home.
- o This phase is anticipated to be completed by 31 May 2016.

• Phase 1B

- o Converting of customers to prepaid.
- o This phase will start in June 2016.



Frequently asked questions

Q: Who will own the meter and the customer interface unit (CIU)?

A: Eskom will own both these devices.

Q: Who will pay for the new smart prepaid meter?

A: Eskom will be installing the new prepaid meters at no cost to the customers.

Q: How will Eskom deal with illegal connections?

A: Smart prepaid meters are expected to make illegal connection detection easier. Illegal connections will be removed and Eskom has established a revenue protection unit to respond to illegal connections and enforce penalties accordingly.

For any enquiries, please call Eskom's Contact Centre on 08600 37566 (24hrs)

- Email: **CentralRegion@eskom.co.za**
- More information on Smart Prepaid Meters:
www.eskom.co.za/CustomerCare/SmartPrepayment
- More information on tariffs is available on the website:
www.eskom.co.za/tariffs
- More information on energy efficiency is available on the website:
www.eskom.co.za/idm
- More information on how to purchase prepaid electricity is available on the website: **www.eskom.co.za/customerservices**
- Download the information pack on: **www.eskom.co.za**

