

**livewire**

ENGINEERING AND CONSULTING (PTY) LTD

**SUPPORT****Email:** [prepaid@livewire.co.za](mailto:prepaid@livewire.co.za)**Web:** <http://www.livewire.co.za/prepaid>**RULES AND REGULATIONS**

- No refunds will be given for tokens generated for the incorrect meter number.
- It is the responsibility of the user to ensure that the meter number for which the token is generated is correct.
- If a premises is vacated no refund will be given for any credits remaining on the meter
- Tampering with any electrical or water meter is viewed as a serious offense. If any tampering is discovered a fine will be issued to the current tenant of the unit and a call out fee will be charged to remove the meter from tamper mode.
- Livewire is not liable for the reinstallation of credit in a prepaid meter lost due to tampering

**TARIFF**

- The tariff loaded onto meters is in agreement with the landlord of the property and in accordance with the bylaws of the Utility Provider.

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# Pre-Paid User Guide

## PURCHASE OPTIONS

### 1. LIVEMOPAY WEBSITE

[www.livemopay.co.za](http://www.livemopay.co.za)

- Online vending (website/ smartphone)
- Purchase electricity/water via credit card, debit card or SID EFT
- Wireless token loading to select meters
- Guides available online [www.livewire.co.za/prepaid](http://www.livewire.co.za/prepaid)

### 2. POS OUTLETS COUNTRY WIDE

- Pick and Pay
- Checkers, Shoprite
- Top it up vendors
- Kazang
- Easy Pay outlets
- Blue Label Telecoms outlets
- Prepaid 24 (Select Ontec Private Metering as municipality)

## GUIDELINES FOR BUYING AND LOADING A TOKEN:

1. Identify the meter number directly from the printed serial number on the meter or through the relevant short code entered into the keypad.
2. This number will be either a 11 or 13 digit number.
3. Take this meter serial number to a retailer and purchase a 20 digit prepaid token. Alternatively, use this serial number on Livemopay to purchase the token.
4. Enter the 20 digit prepaid token into the keypad followed by enter.

## QUERIES FOR YOUR SPECIFIC METER TYPE

To find the information below go to [www.livewire.co.za/prepaid](http://www.livewire.co.za/prepaid)

1. Specific meter type information
2. Short code to read credits remaining
3. If your keypad is not linking to the meter or the token is failing to load onto the meter please check the fault finding guide for your specific meter type
4. If you are unsure of your meter type send a **query to [prepaid@livewire.co.za](mailto:prepaid@livewire.co.za)** and we will be happy to assist you.

## PREPAID FAULT FINDING GUIDE

This Guide points out common problems and possible solutions that can be used to solve the problem. If none of these options solve the issue please contact Livewire and we will be happy to assist you.

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PROBLEM	SOLUTION
The retailer does not recognise the meter number	Ensure the number of digits in the serial number is correct - 11 or 13 digits
You have a 20 digit token but the meter is not crediting when you type it into the keypad	Ensure the correct keypad is being used - to verify, type in the code to retrieve the meter number
Your meter makes a beeping sound	The credit on your meter is low
Your keypad will not turn on	Check that the keypad's batteries are not flat
Meter display dead, no power	General power failure, if not , contact your caretaker/rental agent or managing agent to reset the breaker feeding your unit/ house.
Meter display 0, no power	No more credit on meter, purchase more credit from nearest vendor.
Meter display showing units , no power	Check the distribution board next to the meter inside your unit for breaker that may have tripped. Push breaker down and up again to reset .
Meter display showing "call" or "error"	Contact us to assist in the fault finding process or refer to meter short code list.