Frequently Asked Questions

What is my Prepaid Number?
Your meter has 2 numbers. Your Meter Number is printed on the mechanical water meter. Your Prepaid Number is printed next to the LCD display and starts with 31. You need your Prepaid Number to purchase credit, not the Meter Number.   Alternatively, press #0# on your CIU to view and write down your Prepaid Number.
How do I know if I get my Free Basic Water?
The CIU indicates which credit is being used. 'Credit' means purchased credit and 'Free' means Free Basic Water. If your CIU display 'FREE', but you want to see how much paid credit you have available, press #1#.
How much water do I get for my credit?
The credit available on your meter is displayed in Cubic Meters (m^3). $1m^3$ equals to 1kL or 1000Litres. If the credit on your meter is displayed for example as '5.321 m^3', this means you have 5.321 kL or 5321 Litres of water. If you buy credit for example for R10.00, the Vendor calculates how much water (m^3) you should get, based on the water tariff, and your monthly consumption pattern.
Where do I buy credit and what do I need?
You need your 11 digit Prepaid Number starting with 31 or an old receipt, and some money. Call your nearest Call Centre or Municipality, and request at which outlets you are able purchase prepaid water. Make sure you have the Prepaid Number of your own meter, and not the meter of your neighbour.
How much water do I use?
Press #7# to see how much you used today. Press #8# to see how much you used for this month. Press #9# to see how much you used on average over the previous 3 months. (Accurate after 3 months from installation) Press #20# to see how much you used last month.

Trouble Shooting

CIU gives 'FAILED' message
The CIU is unable to communicate with your meter. Make sure there is no major obstruction between your meter and your CIU, for example a vehicle parked next to you meter. During installation, the best position for your CIU was selected for the best radio communication. If this problem persists, contact your Call Centre.
Meter not dispensing water
On your CIU check if the Water Tap icon is displayed. If displayed, then you have credit and the meter is open. Check if your neighbour has water, as it is possible that the whole area is without water.   If the Water Tap icon is not displayed, you meter may be locked or you do not have credit on your meter.
No Free Basic Water (FBW)
Confirm if you are eligible to receive FBW, if it is daily or monthly and from what time it is available. For daily FBW the CIU should display 'FREE' every morning automatically. Monthly FBW starts on the first day of each month. The CIU displays 'FREE' until your FBW is finished. If you did not receive it, contact your Call Centre. They will be able to determine if FBW is activated on your meter, or when and how much FBW you already used. You may also not receive your FBW automatically, but have to collect your FBW tokens from your nearest vendor.
Water gets finished quickly
Check for leaks on your property or maybe somebody else is using your water. Lock your meter when you are away from home, and check for any leaking pipes, taps and toilets. The 'Leak' icon should never be visible on your CIU.
No Credit on my meter
When the 'No Cred' message is displayed, you have no credit on your meter and it is closed. Purchase more credit.
Possible water Leak
If there is a water leak, a water drop as well as a 'LEAK' message is displayed on your CIU. Press #11# to see how much water is lost per hour due to this leak. It is important to fix this leak, as it will finish your credit very quickly. Once the leak is repaired, the message disappears the next day.
CIU is not switching on
Replace the batteries in your CIU. You can purchase any AA size Alkaline (Penlight) battery at your local store, and fit them.   If it still does not work, report to your nearest Call Centre.
There is an error message on my CIU
Write down the error code and report to your nearest Call Centre.
My token does not work
Make sure the Prepaid Number on the receipt is the same as on your meter. You cannot enter a token from another meter.   See Loading Credit for possible messages returned by your meter. If the meter returns an error code when you enter your token, contact the Call Centre and give them the error code.

PREPAID WATER USER GUIDE

Your **Customer Interface Unit** (CIU) helps you manage your water usage and credit on your meter.
Your CIU should be securely mounted inside your house against the closest wall to your water meter.

The CIU refresh automatically every hour or you may refresh manually by pressing the **#** button twice.
The display shows 2 messages, changing over every 10 seconds, with a conditional 3rd message.
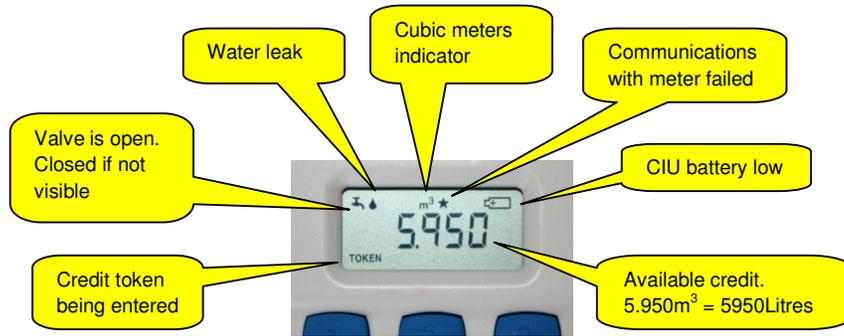
1 Credit Status	CrEdit CrEd LO No CrEd FrEE FrEE LO	You are using your purchased credit Credit running low. Purchase more credit Credit finished. Meter closed You are using your Free Basic Water Free Basic Water is running low
2 Remaining Credit	1.980m³	$1m^3$ = 1kL = 1000 Litres of water
3 Notifications	LEAK LOCKEd BAtt LO Err XX	Possible leak on property Consumer lock activated Meter battery low. Not CIU battery Error present. Report to Call Centre

How and where do I buy water?

Credit tokens are purchased from vendors pointed out to you by your Agent, Water Authority or Municipality. All you need is your 11 digit Prepaid Number starting with 31..., printed next to the display on your meter or use #0# to have it displayed on your CIU. Your 20 digit token is printed on your receipt. Load the token by starting with the 1st number of the token on the CIU, followed by the rest of the numbers. After the last number is entered, the CIU automatically sends the token to the meter. The CIU responds with a message if the token was accepted or not.

ACCEPT	Loaded successfully, followed by the credit purchased in m^3	Err xx	Write down the error code and report to your nearest Call Centre
INVALID	Token entered incorrectly. Re-try	FULL	Meter cannot take more credit
USED	Token already used	OLD	Token expired

What else is displayed on the CIU?

Water leak

Cubic meters indicator

Communications with meter failed

Valve is open. Closed if not visible

CIU battery low

Credit token being entered

Available credit. 5.950m^3 = 5950Litres

Short Codes
A number of Short Codes are available to obtain additional information from your meter:

Short Code	Function	Example
##	Refresh display	Credit / 5.950m^3
#0#	Prepaid number	31 0028 5637 9
#1#	Paid credit available	5.950m^3
#2#	Free Basic Water available	6.000m^3
#7#	Used today	1.354m^3
#8#	Used this month	35.287m^3
#9#	Used on average over last 3 months	28.600m^3
#10#	Electronic meter reading (Totalizer)	123456m^3
#11#	Leak size (Water lost per hour)	0.009m^3/h
#13#	Total used to date	354.722m^3
#14#	Total paid credit loaded to date	349.000m^3
#20#	Used last month	30.786m^3
#21#	Used 2 months ago	31.123m^3
#22#	Used 3 months ago	25.777m^3
#30# -> #39#	Last 10 tokens entered (30 most recent)	1234567 8901234 567890
#40# -> #49#	Last 10 credits loaded (40 most recent)	Credit, 10.000m^3, 31.01.18
#51#	Lock or unlock meter. Press 1 to confirm	Locked, Open
#53#	User totalizer	1.234m^3
#54#	Reset user totalizer	0.000m^3

Additional Water Management Features

A **User Totalizer** is available if you want to measure how much water you used for a specific event, for example watering your vegetables or to check how much your washing machine is using. On the CIU enter #54# to reset your totalizer to 0.000 m^3. After using the water, enter #53# to display your totalizer. The value shown is how much water was just used.

Consumption History for the last three months can be viewed on your CIU.

A **Token History** is kept of the last 10 tokens entered. To see the most recent token press #30#.   To see the amount of credit loaded and date for this token press #40#. The second most recent token is #31# & #41#, up to the 10th token using #39# & #49#.

You may **Lock your Meter** when you go away from your house to work or on holiday so that nobody else can use your water. Enter #51# to close the meter. Use the same code to unlock or open your meter when your return to your house.

The **Keypad Lock** code locks your CIU from unwanted pressing of buttons. Press and hold #, until "LOCKED" is displayed. This does not affect your meter at all. Press and hold # to unlock.

Free Basic Water (FBW) may be activated on your meter if authorized by your Water Authority or Municipality.   Your daily or monthly FBW is delivered either automatically at the start of each day or month, or issued manually in the form of FBW credit tokens. Only after your FBW is finished, will your purchased credit be used.

Battery Replacement
The CIU is powered by 2 x AA size alkaline batteries, available from any shop.