



INSTALLATION OF NEW TECHNOLOGY PREPAID METERS

FREQUENTLY ASKED QUESTIONS

1. Is the replacement of my existing meter compulsory?

If you have a credit meter (i.e. receive a monthly account for electricity usage) and reside within the City of Cape Town's electricity supply boundary, switch is compulsory due to the following reasons:

- Converting to prepaid meter may save you money. Please see question 4 below.
- No more end-of-the-month account surprises or estimation of electricity usage.
- The City is standardising prepaid meters for residential use. The current credit (electro-mechanical) meters have reached their end-of-life, are not being maintained and require replacement in order to comply with applicable standards.
- The installation is free of charge while the contractor is active in the area.

2. Is the meter replacement free or will we be charged for it?

As part of the project, the conversion to the new prepaid meter is entirely free of charge.

3. What tariff will I be placed on once the prepaid meter is installed?

The tariff for prepaid meters is the same as that for credit meters; therefore, the customer will remain on the same tariff after the conversion. If the customer qualifies for the Lifeline tariff that includes free basic electricity, they will be converted to that tariff.

If a customer is unsure about the tariff, they may contact the City of Cape Town's Call Centre on [086 010 3089](tel:0860103089).

Find out more about [the cost of electricity](#).

4. Will I end up paying more for my electricity?

As per question 3 above, the tariffs are the same. If the customer's usage remains the same, he/she should see no change in the cost of electricity, albeit that the customer will now purchase units before use.

Our experience, however, has shown that customers who are aware of their electricity consumption and actively monitor their usage via the prepaid meter often start to change their usage patterns, leading to savings in their electricity costs.

A University of Cape Town study in Mitchells Plain showed an average saving of more than 12%.

5. How will I recognise the contractor who will perform the meter replacement?

The contractor currently employed to perform these installations is Elex Khanyisa. City employed contractors are all required to carry staff IDs that indicate they are City of Cape Town contractors and drive vehicles which are clearly marked.

Customers can also confirm the legitimacy of the field staff by requesting a notification number or calling the City of Cape Town's Call Centre on [086 010 3089](tel:0860103089) to check if it is a legitimate works notice.

6. My distribution board is located inside a cupboard. Will this compromise the installation of the prepaid meter?

To save on costs and unnecessary drilling inside the customer's residence, the meter box is installed next to the customer's distribution board. The customer might be asked to remove any obstructing cupboards prior to the installation of the prepaid meter box.

The customer can then reinstall the cupboard after the prepaid meter has been fitted. Please note that proper signage is a legal requirement for concealed distribution boards.

7. When will this happen in my area and how do I know if it will be selected?

The project schedule along with the areas to be targeted can be found on the [City of Cape Town website](#). The contractor will drop off flyers at properties in the target areas requesting an appointment with customers.

To ensure that you are on our target list, please submit a completed application form requesting installation of a new prepaid meter to electricitycustomer.support@capetown.gov.za.

8. If my neighbourhood is only scheduled for the following year, can I convert sooner?

Yes, customers can convert sooner by completing an application form and indicating when the meter installation is required. As this is considered an ad-hoc replacement, a conversion fee will be loaded onto the prepaid account as a debt.

This amount can be found on the tariff schedule and will be recovered as a percentage of the customer's electricity purchases.

9. What are the advantages of a prepayment meter?

- Total control over your electricity consumption
- No more reading estimations
- Convenient and stress-free purchasing of electricity

10. What will happen if I choose not to switch to prepaid?

The City is planning to replace all domestic credit meters with prepaid meters in the next five years, and the switch has now been declared compulsory by the Executive Mayor.

This is the customer's only opportunity to receive a free prepaid meter; refusal may lead to the disconnection of your electricity supply.

Once the project team has left the customer's area, the conversion will be at the customer's expense. These existing electro-mechanical credit meters are not being maintained, placing the installation and usage recording at risk due to mechanical wear and internal insulation breakdown.

This technology has been surpassed by electronic meters therefore, should the existing credit meter become faulty, it will be replaced by a new prepaid meter or a more expensive electronic credit meter.

In both instances, the customer will be responsible for the cost of the replacement.