

Tshwane Prepaid Meter Escalations

Recommendation when problems are experienced with prepaid electricity metering.

1. First determine that power is not available due to the Prepaid meter, I.e., electricity is available (LED on) and not a disconnection.
2. The Prepaid issue can be escalated by sending a **single** WhatsApp that includes **all** the following:
 - A. Name
 - B. Contact telephone number.
 - C. Street address incl. **suburb**.
 - D. Meter/ Card number.
 - E. Reference number for Electricity Service Request.
 - F. Is there power to meter? (Yes, No or Unsure as you do not have access to the meter to check LED status)
 - G. Any token number snot loading **if applicable**.
 - H. **A one line problem statement.**

E.g., cannot purchase / Token not accepted / Error code etc.

Send to your ward councillor.