



Pre-paid conversion process

There are two processes to convert to prepaid meter:

1

Customer who has conversional meter or no meter

- Customer applies at any City of Joburg walk-in centres.
- Quotation is issued to customer.
- Customer pays at the City of Joburg regional centres.
- Payment notice will be routed to City Power technicians to execute the work - install the pre-paid meter.
- Installation takes 21 working days provided that the payment for conversion is received and credited against and invoice and reflects on the City Power books.

**NB: The customer's account must be on current (paid up-to-date).
If there is an outstanding amount, the customer must settle the debt or sign an acknowledgement of debt with the City of Joburg.**

2

Customer with Smart Meter conventional converting to Smart Prepaid

- Customer applies at any City of Joburg walk-in centres.
- There is cost to the customer – see *tariff book* – miscellaneous charges section.
- The customer's account must be on current (paid up-to-date) if there is outstanding amount the customer must settle the debt or sign and acknowledgement of debt with the City of Joburg.
- It will take 14 working days for the conversion to be done.

