



PREPAID



Is your tenant's  
utilities account  
running away



Landlords  
Developers  
Managing Agents  
Body Corporates



# The Benefits of Citiq Prepaid:

- Tenants pay upfront for electricity usage which leads to improved cash flow.
- No unexpected post payment issues experience by the tenant.
- No more arguing with tenants, over electricity usage – tenants pay as they consume.
- Reduced administration – no more bills for utilities that need to be distributed to tenants.
- Reduced risk on your utility collections – money is collected upfront from tenants.
- A number of convenient ways to buy Citiq Prepaid electricity, 24 hours a day, country-wide.
- Pre-payments are fidelity fund insured.
- More than one meter can be installed per property.
- More control and transparency for all parties – developer, landlord, managing agent and tenant.
- Reduced risk to uncollected utilities.
- Call centre assistance for consumers who have prepaid token queries.

## What Citiq Prepaid can offer:

- **STS meter vending.** Citiq Prepaid manages the supply of recharge tokens for tenants through a number of different channels - Easypay, Cigicell, Unipin, Powertime, Instant EFT, FNB CPP as well as a full service e-commerce platform. This ensures that the consumer can buy prepaid tokens 24 hours a day through a number of convenient locations throughout the country. The major retailers selling tokens include: Shoprite, Pick n Pay, Spar, BP, Shell, Engen, Lewis Stores plus many more.
- **Supply of single and three phase meters.** For customer convenience Citiq Prepaid keeps in-house stock of the most popular single phase and three phase prepaid meters - including wired and PLC meters. Meters that are not kept in-house, will be ordered from the supplier and may result in a delivery lead time.
- **Installation of single phase and three phase meters.** Citiq Prepaid offers a service for the installation of single phase and three phase meters. Our expert sales team will provide you with a quote or if additional work is required, will do an on-site inspection to provide a more detailed quote.
- **Change over from existing prepaid vendor to Citiq Prepaid.** If a non Citiq Prepaid client is with an existing submetered prepaid company the client can move their prepaid meters to Citiq Prepaid. We can assist in orchestrating this process for you.
- **Extensive reporting.** A number of reports can be pulled from Citiq Prepaid's state of the art vending system. These reports are accessed using a secure login on the Citiq Prepaid website. The reports that can be pulled include: low consumption, KWh per meter, KWh per building, sales per meter, sales per building, building summary, accounting reports and many more. These reports are available in HTML, CSV, PDF and Excel formats. The primary reports are also automatically emailed to you, on a monthly basis.
- **Call centre.** Citiq Prepaid provides call centre assistance to all consumers weekdays between 8am and 5pm. The call centre can assist with a variety of issues that the consumer might experience, such as a problem experienced with a purchased recharge token.

# Who is Citiq Prepaid?

Citiq Metering Solutions (CMS) trading as Citiq Prepaid was established in 2010 and is a sub-metering prepaid services provider based in South Africa with head offices in Johannesburg, Gauteng and with regional franchises in Limpopo and Cape Town.

## Why prepaid electricity?

Landlords, managing agents, developers and body corporates are facing an ever increasing exposure to utilities. Utility suppliers (such as Eskom or local municipalities) will demand payment based on usage, while tenants dispute amounts and refuse to pay their electricity accounts. This can result in a serious problem for you!

Citiq Prepaid can offer a real solution to this problem! As an electricity sub-metering prepaid company, Citiq Prepaid assists with the collection of utilities and removes the payment gap between the utility suppliers and tenants.

Once Citiq Prepaid's meters are installed, your tenants will be able to buy prepaid electricity recharge tokens for their specific residential units both online and at a number of different shops. Ensuring tenants are on a 'pay as you go' basis, dramatically reduces your exposure to electricity utilities. Moreover all funds collected on your behalf, are held in a trust account, insured by the Estate Agency Affairs Board. At the beginning of each month these funds will be paid over to the account that you have specified.

## What does Citiq Prepaid do?

**Citiq Prepaid supply private sub-metered prepaid electricity meters to developers, landlords and managing agents. These prepaid meters are suited for:**

### These prepaid meters are suited for:

- Apartment blocks
- Residential sub-let buildings
- Sectional title developments
- Workers accommodation
- Light industrial parks
- Commercial offices

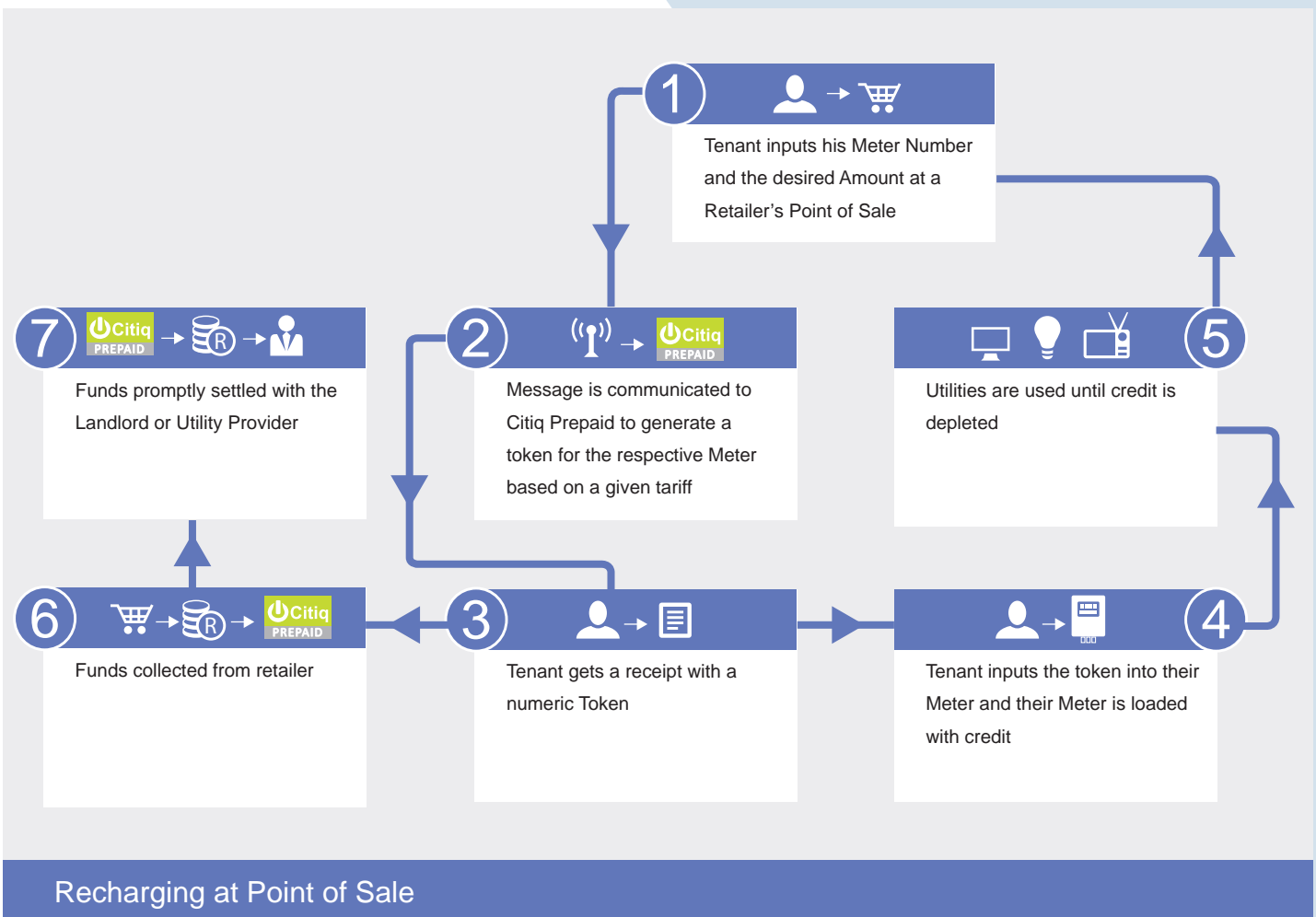
Once installed Citiq Prepaid supply electricity recharge tokens for these prepaid meters through Citiq Prepaid's proprietary vending system. This vending system is certified with the STS (Standard Transfer Specification) association. Citiq Prepaid has integrated with a number of third party payment channels to ensure that tenants can buy recharge tokens at a number of different locations – Easy pay, Cigicell, Unipin, Powertime, Instant EFT, FNB CPP as well as a full service e-commerce platform.

All the above mentioned, ensure tenants can purchase prepaid electricity recharge tokens virtually anywhere in South Africa - all day, every day!



# How does the transaction work?

- A tenant will buy a prepaid recharge token from a retail outlet or online.
- The tenant gives their prepaid meter number to the teller; the teller enters the number into the relevant payment system.
- At this point Citiq Prepaid's server is accessed via a payment channel with a request for a recharge prepaid token.
- An encrypted 20 digit recharge token number is sent back to the specific teller.
- The tenant receives their recharge token and the teller receives payment.
- The tenant can now punch this 20 digit code into their prepaid meter and use electricity for the amount that has been purchased.
- This payment that has been received by the teller is then transferred to Citiq Prepaid's trust account – all of this happens automatically in the background.
- At the beginning of every month a principal's statement is calculated and the amount that is due will be paid over into the developer, landlord, managing agent or body corporate's specified account.



# Physical layout of Meters

As a sub-meter prepaid company, all of the prepaid meters installed will be after the municipal bulk meter. The topology for a single phase or a three phase meter is largely the same, the only difference being the number of phases and amperage being drawn by the specific meter. There are a number of different topologies that can be implemented:

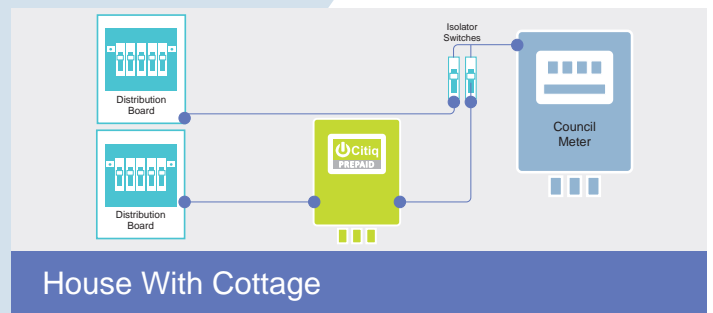
## A Single tenant installation:

If you have a single tenant in a building, house or a sectional title unit a meter can be installed. The prepaid meter needs to be installed between the municipal bulk meter and the distribution board of the building, house or sectional title scheme.



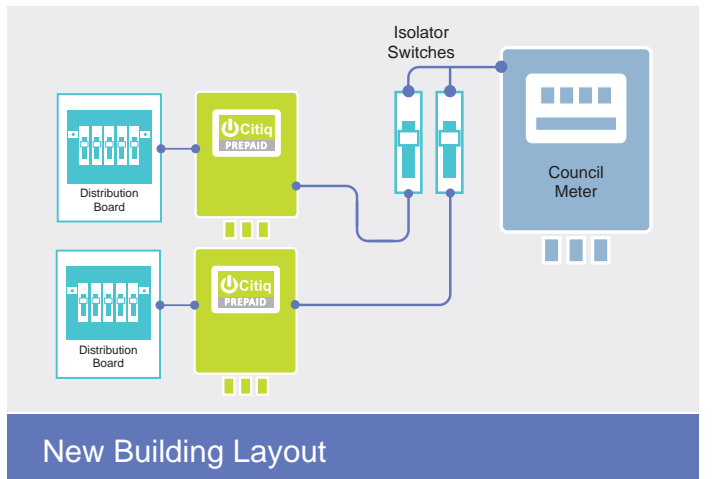
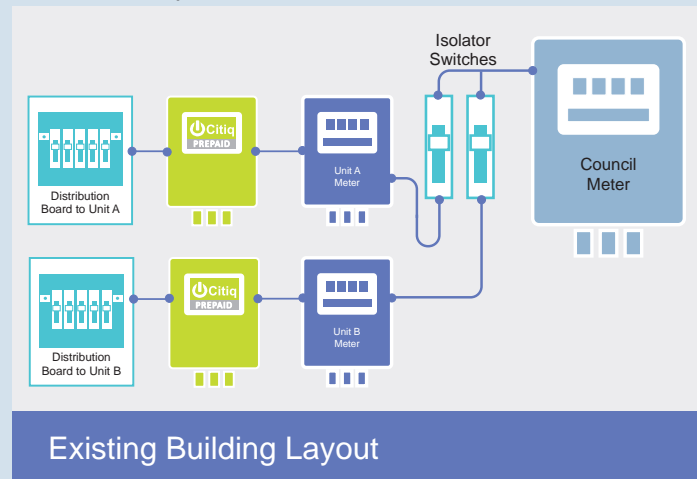
## A House with a cottage:

If you have a cottage on your property then a prepaid meter can be installed in the cottage. There needs to be an isolator switch for the cottage and the prepaid meter will be installed in-between the isolator switch and the cottage distribution board.



## A sectional title scheme installation:

If you have an existing sectional title scheme or a new development (building, complex or an erven that has been sub-divided) prepaid meters can be installed in the sectional title scheme. The prepaid meters will be installed in close proximity to each unit, preferably after an isolator switch for the specified unit. If you want to keep your existing analogue meters it is not a problem, because the prepaid meters are installed after the existing analogue meters. If it is a new development no analogue meters are required.



## An office block or building:

If you have an office block or building, the prepaid meters can be installed per floor or office. An isolator switch will be needed for each floor or office space.



# Prepaid meter options:

## Integrated or Split meters:

- **Integrated meters**

Integrated meters are meters where the meter and the customer keypad are all included in one prepaid unit and installed inside the property unit.

- **Split meters**

Split meters are meters where the consumer keypad and the control unit of the prepaid meter are separated. The keypad is placed within the property unit and the control unit is installed inside a lockable distribution box or a meter room. Split meters are less susceptible to tampering and bridging due to the fact that the control unit is not located inside the property unit.

- **Wired or PLC meters?**

Both these types of meters are split type meters. A wired meter communicates between the keypad and control unit via a physically installed communication wire. This type of split meter is commonly used with new developments or where the existing infrastructure can accommodate the installation of the communication wires.

A Power Line Communication (PLC) split meter uses the existing electrical infrastructure (the keypad plugs into a wall socket) to communicate between the keypad and the control unit. This means that no new wiring needs to be done between the keypad and control unit. This type of split meter is commonly used with existing buildings or with large buildings where the length from the meter room or meter box is too long to use a communication wire.



PREPAID

Contact us for a quotation today,  
our friendly staff are ready and willing to assist with your query!



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