

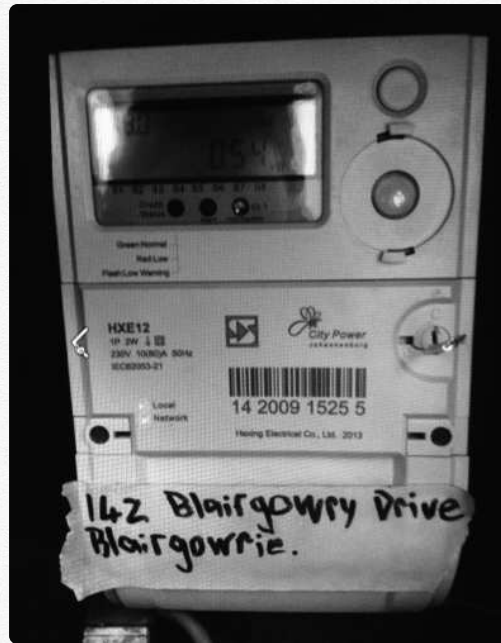
Smart Meter Guide for Johannesburg

Compiled by Tim Truluck (DA Ward 117 Cllr, ttruluck@gmail.com, 083-619-2419) and Harold Fleishman (Blairgowrie Community Association, electricity@myblairgowrie.co.za)
26 August 2014.

We have found that many of the problems associated with smart meters are those dealing with teething issues (installation, supplying the correct equipment, standard of workmanship, registering the meter, etc.). Some are also the result of larger issues that will be difficult to resolve (quality of the meters, poor cell signals, etc.).



Itron Meter



Hxe Meter

Two makes are currently being supplied: Itron and Hxe. They are being supplied to customers with old Hefcom or other discontinued smart meters, households who have faulty old meters, or households and businesses that are using more than 1000 kWh of electricity a month.


Advice: Don't be in a hurry to get one. Let the teething troubles regarding installation, readings, registrations, etc. settle down.

What to do When a Smart Meter is Installed

Legally, we all have to change to a smart meter sometime and you can't refuse the City Power contractors access to your property. If you do, you may well be cut off. See the letter sent to the residents of Blairgowrie for the reasons why.

There may also be other contractors doing the work, not just Edison. Always ask for their ID. Ensure your staff can call you if you are not home. You can use the call centre to help you check the bona fides of the contractor and/or reschedule another visit if necessary.

Call centre is 087 022 0540 or email smartmetersupport@citypower.co.za



City Power Johannesburg
40 Heronmers Road, Reuven, Johannesburg
PO Box 38766, Booyens, 2016
Tel: +27(0) 11 490 7000
Fax: +27(0) 11 490 7590
www.citypower.co.za

CUSTOMER NOTICE: SMART METER REPLACEMENT

Dear Valued City Power Customer,

Kindly note that City Power urgently requires access to your property to conduct an audit as preparation of changing your meter/s to a SMART meter. The audit will be done from the **21st May 2014** and meter change will take place within seven (7) days after the audit.

The audit and meter change will be done by Itron / Edison Power Gauteng (EPG) Consortium which is appointed by City Power. The technicians can be identified by means of identification cards and a valid form of identification can be requested. To verify the technician please contact:

City Power Security Risk Management Control room on:
→ (011) 490 7900
→ (011) 490 7911
→ (011) 490 7553

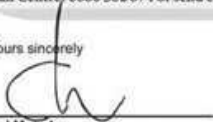
Should you not be able to provide access to the meter readers, City Power would highly appreciate it if you could contact us to arrange alternative dates for meter readings.

This campaign will assist in reading the meters remotely and eliminate wrong readings.

Your urgent attention to the following:
Be informed those in terms of Section 23(1) of the Electricity Act 41 of 1987, read with Section 101 of the Local Government: Municipal Systems Act 32 of 2000 as well as Section 33(1) of the Electricity By-Laws:

"Any person authorised thereto in writing by an undertaker may at all times enter any premise to which electricity has been supplied by such undertaker, in order to inspect the lines, meters, fittings, works and apparatus belonging to such undertaker or for the purpose of ascertaining the quality of the electricity consumed, or where a supply is no longer required, or where such undertaker may cut off the supply for the purpose of removing any lines, meters, fittings, works and apparatus belonging to such undertaker."

I would be therefore be appreciated if you could urgently contact City Power via the following channels so that arrangements can be made with regards to accessing your premises:
Call Centre: 0860 562 874 or send e-mail to: readings@citypower.co.za

Yours sincerely

Sol Masolo
General Manager: Communications
City Power Johannesburg (SOC) Ltd

Non-Executive Directors: F Chikane (Chairperson of the Board), N Galawe, Z Matshwayo, N Mubi, N Makhala, K Makhoko, D Ndebe, Y Ndema, T Sibhala
Executive Directors: B Xulu (Managing Director), Q Green (Director: Finance)
N Smith (Company Secretary)
Registration Number: 200033095107 VAT number: 4710181182

You need to do the following when they install the new smart meter:

- Take a photo of old meter and note down who installed it, time, date, old meter number and reading. Note: Hefcom meters wont give you a reading anymore.
- Take a photo or make a copy of the job card.
- Note down the new meter name and number.
- Be satisfied with the quality of the installation.

You are also supposed to get a Customer Interface Unit (CIU). These are handheld wireless devices that allow you to check on your consumption and control the meter. If you have converted to pre-paid, then it's also how you input the voucher number after you have purchased electricity. You need to be shown how to use it.



The Customer Interface Unit

You must check if the smart meter is registered on the system and works correctly before the installer leaves. This takes about 30 mins. This is VERY important for pre-paid meters.

Pre-Paid Conversion

If you want a pre-paid meter, where you pay for your electricity up front and load it onto the system via a voucher, you should wait till you have received a smart meter as it is the same meter. It will need to be enabled to become a pre-paid meter. The conversion will then be free.

Advice: pre-paid meters will be supplied free of charge, once the current smart meter roll out is over. It is best to wait until they reach your area.

Advice: you must purchase your pre-paid electricity EVERY month to take advantage of the stepped rates. The more you use during the month, the more expensive it becomes.

Follow the procedure below to convert to a pre-paid meter.

- The customer's account must be up-to-date if not they must go to the nearest City of Joburg Revenue centres to sign an acknowledgement of debt.
- Then send an email to estimations@citypower.co.za asking for the conversion to prepaid mode. They should attach their latest account showing account is up to date or the signed acknowledgement of debt.
- The conversion of a smart meter to prepaid will be at no cost to the customer.

Problems

You will probably receive estimated readings on your electricity bill for a few months before the system rights itself. You may even receive estimated readings on your old meter number until it is removed from the system. Estimates are usually much higher than your normal use - in most cases it is double. If this happens, you should pay your normal monthly electricity average.

Smart meters use cell signals (either MTN or Vodacom) to transmit data. So if your signal is weak in your neighbourhood or blocked by something, the smart meter may have to be read by a meter reader.

It is useful to check the Vodacom and MTN signals at your house using cell phones or via the respective cell provider's website.

If the meter is installed in a metal meter box, it may interfere with the signal. If so, a hole may need to be cut in the front and covered with perspex.

Trouble Shooting

- Contact the call centre first to check your meter is correctly registered on the system or to log any problems: 087 022 0540 or smartmetersupport@citypower.co.za
- If you have a billing problem, go to your nearest walk in centre. In Region B it is Randburg walk in centre, cnr Jan Smuts and Bram Fischer. They are open Mon-Fri 8am-3pm. The others are located at:
 - Midrand Civic Centre - 300 15th Rd, Midrand.
 - Sandton Civic Centre – 24 Fredman Dr, Sandton.
 - Roodepoort City Hall – C/o Berlandina and Dieperink Sts, Roodepoort.
 - Thuso House - 61 Jorissen St, Braamfontein.
 - Eureka House – C/o Marlborough St & Rosettenville Ra, Wemmerpan.
 - Lenasia Civic Centre – C/o Rose Ave & Eland St, Lenasia Ext 2.
 - Ennerdale Ext 9 – C/o Katz Rd & Smit St, Ennerdale.
 - Eldorado Service Centre – 4046 Link Crescent Ave, Ext 5, Eldorado Park
- If you have a general City Power issue, it is best to contact them using Twitter: [@citypowerjhb](https://twitter.com/citypowerjhb) / Cell or Tablet: citypower.mobi / Internet: www.citypower.co.za and click "Fault Reporting"