

# Electricity pre-payment meters



## Narrow mouth

Your narrow mouth (Siemens) pre-payment meter accepts only the narrow mouth (Siemens) tokens.

Narrow mouth meter use:

- Insert the narrow mouth (Siemens) token at a constant speed, with the silver strips facing upwards.
- You can tell a used token by the thin black line on one of the silver strips.



## Wide mouth

Your wide mouth (Ampy) pre-payment meter, accepts only the wide mouth (Ampy) tokens.

Wide mouth meter use:

- Insert the wide mouth (Ampy) token with the printed side up and the arrows pointing toward the meter.
- The meter will grab the token when it is read correctly and put three pin holes near one corner, this shows the token has been used.
- Firmly hold the token and pull to remove it from the meter.

## General hints on using pre-payment meters

- Store your unused tokens in a cool, dry area.
- Do not use a token if it is damp. A damp token will buckle when inserted into the meter and will not be read correctly.
- Shade the meter when inserting tokens.
- The meter will not turn off between 5pm and 8am even if the credit and emergency credit runs out.
- If the meter has used emergency credit (ie the emergency credit button has been pressed after the normal credit has been used), when you put a new token in it will automatically repay the emergency credit before any normal credit is added (eg if the display shows \$4.00E, adding a \$5.00 token will only give you \$1.00 credit after repaying the meters used emergency credit).
- Power and Water will still need access to your property to read the meter every quarter.
- The electricity tariff will be adjusted annually on your meter.

# Electricity pre-payment meters

## **Residential customers can choose to have a pre-payment electricity meter installed.**

Power is credited to the meter by a single-use token, available for purchase across the Territory. The token is a magnetic strip card that comes in denominations of \$5, \$10, \$20, and \$50. The card is fed into a slot on the front of the meter and the value of the card is credited to the meter. The meter can hold credit of up to \$999.

## **How much does it cost?**

For the current prepayment meter tariff and cost of installation view the tariff brochure at [powerwater.com.au/tariff](http://powerwater.com.au/tariff)

## **Who can use this meter?**

Meters are available for people with a single phase electricity service. You must have access to the meter box to insert the token into the meter. Written permission is required from your landlord if you are renting.

## **Types of pre-payment meters**

There are two types of pre-payment meters and tokens, narrow and wide mouth, as illustrated on our electricity pre-payment meters fact sheet overleaf.

## **Where can I buy tokens?**

View our full list of token stockists at [powerwater.com.au/tokens](http://powerwater.com.au/tokens)