

## Frequently asked questions and tips

### **Meter number confirmation on the mobile banking app**

When you enter your meter number on the mobile banking app we will confirm that we can support your meter. If the confirmation is not successful you can contact us, so we can see if your provider needs to be linked to us.

### **Can I get a refund if I buy the wrong amount of electricity or enter the wrong meter number?**

We can't reverse any payments you make, so it's best to confirm your details before you pay.

### **Why doesn't my token load?**

There may be something wrong with your meter. Your municipality may be able to help you.

### **What are the 'charges' and 'debt' reflected on the SMS or emailer when I buy prepaid electricity?**

This information is provided to us by your municipality or electricity supplier.

- **'Debt'**: If you're in arrears on any of your municipal accounts, your municipality may allocate part or all of your purchase to those arrears. Check your municipality's prepaid terms and conditions.
- **'Charges'**: Your municipality or electricity supplier may allocate a portion of your purchase to charges, fees or levies, based on your municipality's tariff schedule for the year.

### **Why do I receive the SMS with my reference number very late, or why don't I receive it at all, after I've paid?**

It could be due to a slow network response, or your message was pinged between cellphone towers. We're working to improve the delivery of these messages.

If you make a purchase through our online banking channel, you will also find a history of your recent purchases, with the recharge reference.

If you don't receive an SMS or emailer confirm that your purchase was successful by reviewing your statement.