



SPECIAL PROJECTS

Prepayment Water Meter

Providing Water

Providing Life



The benefits of a prepayment system

- It puts you in control of your budget.
- No more surprises caused by high water accounts or bills.
- Only pay for what you use.
- You can buy water to suit your pocket (R5, R10, and R20).
- Your water will not be cut off unexpectedly.
- The system ensures that leaks do not go undetected for too long.
- Access to your 6 000 litres free basic water is guaranteed and will be provided automatically at the beginning of each month, free of charge.
- There is less administration and the savings costs helps to keep prices affordable.
- JW will install the meters at no charge.



My Prepaid Water Equipment

The UserTag

- The user tag has been programmed with your personal details and water meter information. It can only be used on the water meter installed in your property.
- Keep the user tag in a safe place and do not lend it to anyone. Do not throw it away because it is reusable.
- If your user tag is lost or stolen, report it to Johannesburg Water.
- Do not tamper with the user tag because you will lose your credit that is stored in it.



The Meter



Using my prepayment meter

Step 1

If you use more than 6 000 litres a month take your User tag to your nearest vendor and buy the amount of water you require.

Please note:

If a 'used tag', user tag without credit, is presented, then steps A and B will be omitted. If free water is being dispensed then steps E and F will be replaced by 'Free' and the remaining volume of free water in litres.

Step 2

After the vendor has loaded your credit, press the User tag gently against the user tag port of your water meter. Check the (LCD) screen to see the total volume of water purchased. The meter will now scroll through the following information. Refer to the info box above.

Step 3 (Optional to lock meter)

Immediately after the non critical error display, the screen will show the following: "Lock?5,4,3,2,1". You must place the User tag against the token port before it reaches 1 if you want to close the water supply to your house.

- A. "TAG"
- B. Credit on tag in Rand "R,-"
- C. "CREDIT"
- D. Credit on meter in Rand "R,-"
- E. The current tariff "TARIFF X"
- F. The current tariff price "R,- /kl"
- G. "Credit"
- H. The remaining volume of water in litres available on the current tariff price "----,---/"
- I. "TOTAL"
- J. The meter totalizer reading
- K. "Previous" "Month"
- L. The previous month totalizer reading
- M. "Possible" "Leak" if a leak is detected or any other non critical error if present
- N. "LOCK ? 5,4,3,2,1"

Step 4 (unlock)

To open the supply to your house, touch the User tag against the User tag port once.

24 Hour Water Helpline

688-1500
or
375-5555

24 hours/7 days a week

Phone: (011) 688-1400

Fax: (011) 688-1528

Email: jsibia@jwater.co.za

Important points to remember about your prepayment water system

1. Your 6 000 litres of free basic water cannot be accumulated. Only the water credits that you bought can be carried over.
2. Check the balance of your credits by pressing your user tag against the port of your meter.
3. When your credit is low, a warning will occur by closing and opening the meter valve, which will briefly interrupt the flow of water. This low credit warning will occur when there is 150 litres credit and again when 100 litres of credit is left.
4. If 'possible leak' appears on your display screen, inspect all your plumbing carefully. Remember to close the stop valve on your meter before repairing the leak.
5. If the following error messages appear, report it to Johannesburg Water immediately. You must mention the Error Name to the operator who takes your call so that the correct action can be taken to fix the problem.

The following is a list of common error codes:

No. error message on display	Description/Action	Critical/Non-Critical
1 PICKUP	A transducer error.	Critical
2 BAT. FLAT	If your token can be read and the meter scrolls down to this error message then it implies that the Battery power is low.	Non-critical
3 BAT. FLAT	Battery is completely flat.	Critical
4 TAMPER	Magnetic Interference.	Critical
5 TAMPER L	Meter is tampered/opened.	Non-critical
6 INVALID	Bad contact. Remove tag & try again.	Token error
7 BAD TAG	Bad contact. Remove tag & try again.	Token error
8 CONTACT	The meter failed to read the tag. Remove tag and try again.	Token error
9 BAD M.NUM	The tag is from another meter.	Token error
10 X AREA	The tag is from another area	Token error
11 P.W.D. ERR	The password on the tag may be incorrect or the meter failed to read the password due to a contact problem. Remove tag and try again. If the problem persists then the wrong tag is being used.	Token error

Please note: All non-critical error messages (error 2 & 5) will be displayed at the end of the scroll down when a user tag is presented to the meter. If critical errors occur then error messages (1,3 & 4) will be displayed.

Distributors in your area

Distributor 1

Business Hours

Khethang Meat Wholesalers
1908 Khanya Street Senaokane

Mon Fri 07h30 19h30
Sat 07h00 19h30
Sun 07h00 18h30
Public Holiday 07h00 18h30

Distributor 2

Business Hours

Senaokane Administration Office

Mon Fri 07h30 16h00
Sat 07h30 12h00

Contact Details

For any problems or queries about your prepayment water meter please call Johannesburg Water at the 24 hour Call Centre: 011 688 1500.