

VOLTANO PRE-PAID METERS



WHERE TO PURCHASE A TOKEN:

Owners/ tenants can purchase tokens at any of these retail points:



You will receive a 20-digit token which you need to enter into your meter.
Supply the cashier with your meter number and ask for prepaid electricity.

Or use any of the following banking apps:



Or



Step by Step instructions on prepaid 24's website:

www.prepaid24.co.za

Or



UNIPIN vouchers are obtainable from:

- Spar
- Forcourts (Engen, Sasol, BP, Caltex)
- Dischem
- Or any other selected outlets

No need to supply your meter number when purchasing a voucher, you only ask for a UniPin voucher.

The cahier will supply you with a receipt. Follow the instructions on the receipt. You need to SMS yourdetails to receive your 20-digit token.

Office: 086 186 5826 | Fax: 086 626 0633 | Standby After Hours: 071 611 2735

Email: info@voltano.com | Website: www.voltano.com | Client App: <http://client.voltano.co.za> | Follow us on Twitter: @Voltano

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CONVENIENCE FEE:

When purchasing tokens from any of the outlets a 10% convenience fee is charged. This convenience fee will be billed to Evergreen and not to residents.

PURCHASING A TOKEN:

The pre-paid meter card number must be presented to the service provider when purchasing an electricity token. There may be a time delay in the process of redeeming a token voucher. It's advisable that you purchase a top up token before your current token expires.

LOADING A TOKEN:

Electricity token vouchers can be loaded by using the keypad provided for your unit. Simply punch in the token voucher received from the service provider and your purchased units will display on the LCD monitor of the keypad. Please ensure that the keypad is always fully charged. The supply of electricity will stop once the prepaid meter reaches zero.

FAULT REPORTING:

Should you experience any faults with the pre-paid meter, you can report this to email: info@voltano.com or contact 086 186 5826 during office hours and after hours, for assistance.