

Using STss Prepaid Electricity



Please read this important information!

With the installation of your new Prepaid Electricity meter, you've just joined the next generation of electricity users. Pre-paying for your electricity will allow you to keep control over your electricity bill because now, you'll always know how much you've spent and how much electricity you have left. You can decide when you want to top-up your electricity and how much you want to spend - it makes monthly budgeting so much easier.

Landis Gyr





An introduction to STss; Your Prepaid electricity supplier

Sectional Title Support Services is one of a limited number of members registered with the STS Association (Standard Transfer Specification) as a recovery agent for Prepaid Electricity. As a specialist Sectional Title Support company, we provide property administration services including Utility Management to sectional title complexes. As part of this service, we offer a comprehensive Prepaid Electricity service – from the supply and installation of prepaid meters through to providing and managing the systems and technology required to manage the entire operation. We are recognized as being forerunners in this specialised service.

Getting Started

Please complete the “Consumer Details” form in full. Please give the form to our installer or email it to support@stss.co.za. It is important that any information you give us is correct and that you contact and update us if there are any changes to your contact information. If more than 1 person will be responsible for loading Prepaid Electricity tokens onto the prepaid meter, we will need their contact details too.

Once we have captured your details on our system, the primary cellphone number registered on our system will receive 3 sms messages:

First message: (only sent to the primary cellular phone number as registered on the account) to advise you that your Prepaid Electricity account has been opened. You will also receive online login details, which will become active once your email address has been registered on our system.

Second message: to advise you that your prepaid meter will be accompanied by detailed instructions and STss online will be activated once your email address is registered on our system.

Final message: will provide you with your **Prepaid Electricity reference number** which you will use when topping-up electricity on the internet, via EFT and for Cash Deposits at an ABSA bank. An **EasyPay reference number** will also be supplied. It is essential to remember that you are **making a payment** into your utility account at **EasyPay**. You are **NOT** buying an electricity token.

Please ensure you make a record of these important details. You are now ready to take control of your electricity consumption

Your Prepaid Meter

Your new Prepaid Electricity meter has been installed and is already loaded with R100 worth of electricity. This is to ensure you will have enough electricity until you top-up and load your first electricity token. **When you buy your first token, you need to pay an additional R100 for the token already loaded on the prepaid meter.**

On finalization of installation, you will be issued with your initial Prepaid Electricity statement reflecting a negative balance of R100. This balance is showing the R100 token loaded on the meter on installation. This amount needs to be paid into the Respective Property's Bank Account by you before you can purchase a Prepaid Electricity token.

You will note that there is a sticker on the front of your meter. Please **DO NOT DAMAGE** the sticker on the prepaid meter.

Meter Barcode

The barcode printed on your sticker is the unique identification for your meter. This code allows us to link your meter to your personal details and that of your property. This reference number will only be used by our administrative department and is **not** the number to be used when topping-up electricity.

Final Meter Reading

Once the installation process is complete you will need to purchase Prepaid Electricity tokens from STs. The old electricity billing process will no longer apply.

A final electricity meter reading will be taken on the date of the switch over to Prepaid Electricity. The final amount due will be debited either to the levy account (where an owner is in occupation) or to the tenant's account if the unit is a rental.

Please make provision for this amount, remembering that electricity is billed up to 2 months in arrears so the amount due will be at least double that of your usual monthly electricity fee. (This does not apply to meters installed in new developments.)

ALL ELECTRICITY TOP-UP PAYMENTS MUST BE MADE TO THE RESPECTIVE PROPERTY'S BANK ACCOUNT AS REFLECTED ON THE STATEMENT.

Welcome Letter

The welcome letter will contain your **Prepaid Electricity reference number** and your **EasyPay reference number**. The welcome letter also has the **Respective Property's ABSA Bank Account Details**. Please keep this in a safe place. You will now be able to monitor your electricity consumption and top-up your Prepaid Electricity.

Topping-up your Prepaid Electricity

Payments

Remember to top-up electricity BEFORE you need it, do not wait until you run out!

Some methods of payment will require between **24 hours (1 day) and 96 hours (4 days) to clear**, before you are able to request an electricity token against your top-up payment. If you pay via EFT, Cash Deposit at ABSA Bank or at Easy Pay you will receive an sms notification from us as soon as your top-up payment has cleared and you are able to request a voucher. Sms messages will only be sent during business hours. Should you not receive your sms within 48 hours, please call **0860 ST CARE / 0860 78 2273 / 087 353 8111**.

Please note: The number of electricity units on your vended token is dependant on the rand value cost of electricity.

Reference Numbers

You will need your **Prepaid Electricity reference number** for Internet, EFT and Cash Deposits. You will need your **EasyPay reference number** handy when making your top-up payment as an EasyPay vendor.

These reference numbers were sms'd to you when the prepaid meter was installed and can also be found on your welcome letter and on your first Prepaid Electricity statement.

Payment Options

1. Internet Banking (EFT):

- Allow **up to 48 Hours (2 days)** for the payment to clear if payments are made on Sundays, Mondays, Tuesdays, Wednesdays or Thursdays.
- Allow **up to 4 days** for the payment to clear if payments are made on Fridays, Saturdays or on Public Holidays.
- Transaction charges may apply.

You may make a top-up into the Respective Property's Bank Account via internet banking, through an EFT from your bank account. Please remember to use the **correct Prepaid Electricity reference number** on this top-up option. Your top-up will reflect in the Respective Property's Bank Account between 24 and 48 hours after payment was made. (Over weekends and public holidays it can take up to 4 days for the payment to reflect.) You will receive an sms letting you know that you can request a prepaid electricity token, once the payment has cleared.

This is the best option provided that you do the EFT on weekdays 48 hours BEFORE you run out of electricity.

2. Cash top-up:

- Allow up to 24 hours for the payment to clear.

You may top-up your electricity by making a cash deposit at any **ABSA bank**, into the Respective Property's Bank Account. Please ensure that you use the **correct Prepaid Electricity reference number** on this top-up option and allow **12 to 24 hours** for the money to clear. You will receive an sms letting you know that you can request a Prepaid Electricity token, once the payment has cleared.

3. Credit card:

- Prepaid Token available immediately.
- A system fee may be applicable.
- Transaction charges may apply.

In order to make online Credit Card top-ups secure and easy, we've linked this process to the STss website. You can top-up Prepaid Electricity by charging it to your Visa or MasterCard via www.stss.co.za.

Your on-line username and password were sms'd to you when the meter was installed. Simply use these details to logon and follow the instructions. You will be transferred to a secure website where you will be able to enter your credit card details. You may top-up electricity to the maximum value of your credit card limit and this electricity will be **available to you immediately**.

Please contact our 24-hour call centre if you do not have your STss online login details:
0860 ST CARE / 0860 78 2273 / 087 353 8111

4. EasyPay: (24 Hour Clearance)

- Allow up to 24 hours for the payment to clear.
- **Please note:** EasyPay will deduct a portion of your payment to cover their costs. You may make a top-up into your account at any **EasyPay** outlet nationwide. Please remember to use your **EasyPay reference number** on this top-up option and ensure that you make the payment into the Respective Property's Bank Account **DO NOT purchase electricity** from **EasyPay**. You will receive an sms when the payment clears, letting you know that you can request a prepaid electricity token.

Remember

Do NOT purchase electricity tokens from EasyPay.

Advise the cashier that you want to make a payment into your utility account.

You will receive your token from STss on sms request.

EasyPay Pay-Point Outlets

- Best Electric
- Checkers
- Checkers Hyper
- Lewis Stores
- Pick'n Pay
- Shoprite
- Woolworths (Full Line Stores only not Food Stores)
- Selected Spar, Score and Boxer stores

EmergencyToken

An emergency token might help you out if you run short of electricity after business hours and you **have made a payment and are waiting for your sms top-up notification**. An emergency token is a small advance, which will be deducted from your payment. **Call 0860 78 2273 /087 353 8111 to request an emergency token.**

Online services via “STss Online” at www.stss.co.za

If we have your e-mail address, you have been registered for online services. This is a free service you can use to access to your account information online, **24 hours a day, seven days a week.**

Simply visit the STss website at www.stss.co.za and click on “Client Login”. Log in using the username and password which were sms'd to you when your meter was activated.


Here's what you can see and do online:

- View an up-to-date account summary with an account balance.
- View a summary of electricity token purchases.
- Top-up your electricity account balance using your credit card*.
(*Transaction charges and a system fee may apply.)

Troubleshooting website access

For security reasons, some web browsers block pop-up windows. To use STss's online payment system, you will need to enable pop-up windows for your web browser.

Internet Explorer: Open Tools
Click Pop-up Blocker
Click Pop-up Blocker Settings
In the address of web site to allow field, type www.stss.co.za

Google Chrome: Look for the blocked pop-up icon. 
Click on the icon and enable pop-up for the STss website.

Firefox: Open the tools menu
Click options
Click the Content Icon
Click Allowed Sites
Add the Stss website www.stss.co.za



0860 ST CARE / 0860 78 2273
087 353 8111



HOME



CLIENT LOGIN

STss Prepaid Electricity Solution for Sectional Title Complexes

A unique system developed specifically to meet the needs of Sectional Title complexes.

The STss Prepaid Electricity Solution facilitates the collection of electricity funds from individual residents.

STss Prepaid minimises the possibility of escalating electricity costs impacting on essential complex funds.

[Read more about our Products and Services](#)



0860 ST CARE / 0860 78 2273
087 353 8111

Welcome to
STss
Prepaid Metering

Please supply your username and password in the spaces provided below:

User Name :

Password :



Login



Forgot
Password



Back

Requesting your electricity token

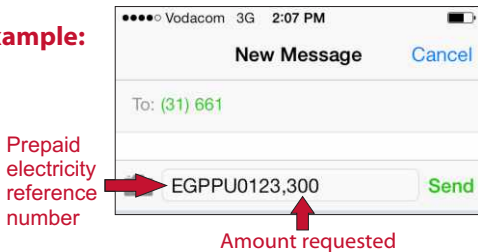
Once you've made a top-up into the Respective Property's Bank Account, and the payment has cleared, simply send an **SMS** from your **registered cell phone number to 31661** (Standard SMS Rates Apply) to obtain an electricity token. Please note that some methods of payment will require between 24 and 95 hours (1 - 4 days) to clear - Please see pages 3 & 4 of this booklet.

Your message must read as follows:

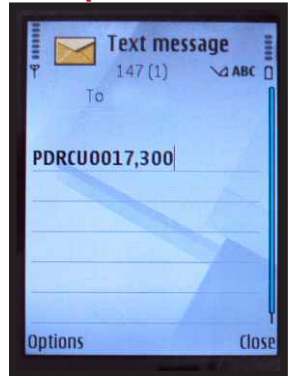
YourPrepaidElectricityReferenceNumber,amount

Please do not use spaces or an "R" in front of the amount.

Example:



Example



If a R100 electricity token was loaded on your prepaid meter when the prepaid meter was installed, you must pay the R100 + the amount for the prepaid token you would like to purchase.

Example: R100 (token loaded on the meter) + R300 (new token you would like to purchase) = R400 payment into the Respective Property's Bank Account.

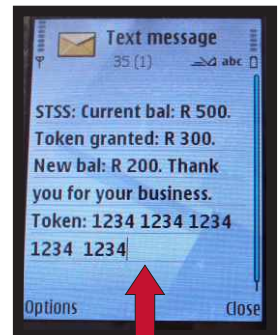
Any credit balances left on the Prepaid Electricity account will be due to you on vacating the unit. **No refunds will be given for unused vended electricity tokens.**

An electricity top-up for a prepaid meter cannot be used for, or transferred to, any other prepaid meter.

Receiving your electricity token

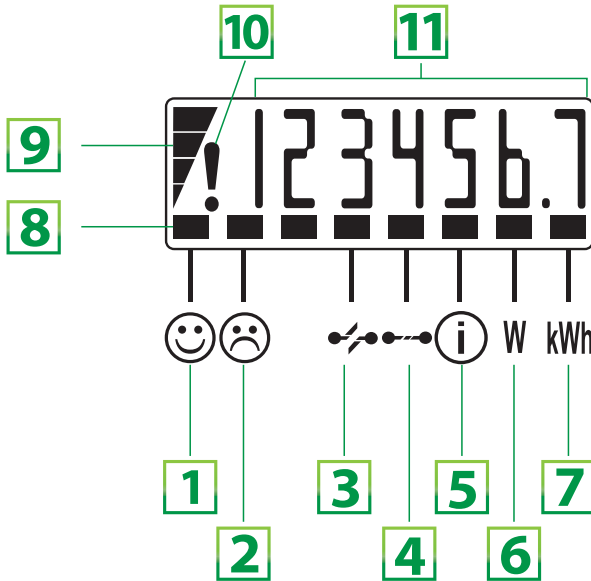
Your electricity token number will be sent to the registered cellular telephone number via sms. It is therefore essential that you keep us updated on any changes to your cell number and also that you specify any other cellular numbers which may request electricity tokens for your unit.

Once you've successfully sent your sms requesting your token, you'll receive a reply giving you the **code** to enter into your meter. Depending on network load at the time, this should take no longer than **20 - 60 seconds** to reflect. All that remains is for you to enter the code into your meter for your electricity to be loaded.



Electricity Token Number (Example)

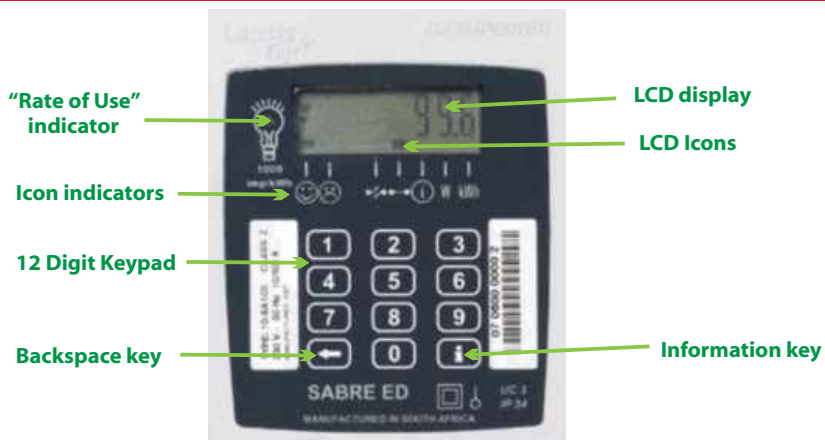
Identifying the Icons



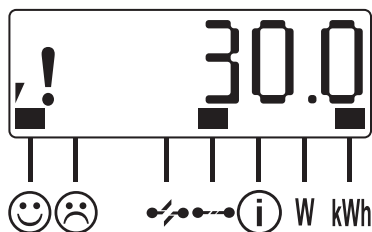
- 1** **Happy Face** - indication of good status
- 2** **Sad Face** - indication of bad status
- 3** **Contactor Open Indicator** - power is not being supplied
- 4** **Contactor Closed Indicator** - power is being supplied
- 5** **Information Mode Indicator** - indicates that you may access stored information. Eg: Previous token numbers entered
- 6** **Power Indicator (W)** - indicates that the value displayed is W
- 7** **Power Indicator (kWh)** - indicates that the value displayed is kWh. The icon will flash when no power or very little power is consumed.
- 8** **Icon Pointers** - illuminate above the appropriate icon as required
- 9** **Remaining Credit Indicator (Wedge)** - quick visual representation of remaining power.
- 10** **Alarm indicator** - low credit warning
- 11** **Numerical Display**

IMPORTANT INFORMATION

1. The token sent to your cell phone can **ONLY** be used for your meter.
2. The token can only be used once.
3. Key in the token number on your meter as soon as you receive it.
4. Load the tokens in the order that you receive them.



Please note: The look of the keypad may vary, but the functions are the same.



Loading your electricity token

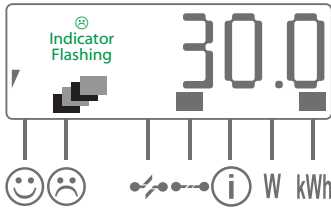
When the credit on your meter is running low the Alarm indicator ! will be displayed. Please make a payment to STss. (Please note: EFT payments and deposits will take 24 hours to reflect.) Once the payment has reflected, you can request an electricity token.

You will receive an sms providing you with your electricity token number. Using the keypad of your meter, key in this token number. As you enter each number, they will appear on the LCD display, the ☺ will flash with and you will hear a “beep” with each key press. This allows you to check the numbers as you enter them. If you make a mistake use the backspace key to remove the rightmost number. Press the backspace key twice quickly to remove all the entered numbers.

When you have entered the 20 digit token number, the meter will automatically validate the entry. The keypad will lock. The voucher will be processed then the keypad will unlock.

If everything is correct, the token number will be accepted and a scrolling credit wedge is displayed. The number of available unit will increase to reflect the newly loaded units.

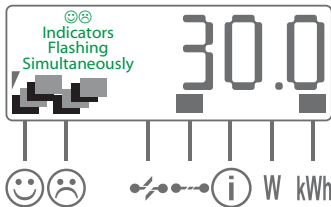
Problem solving if your voucher is not accepted



Incorrect Token Number Entered

The happy face will be off.
The sad face will flash on and off.

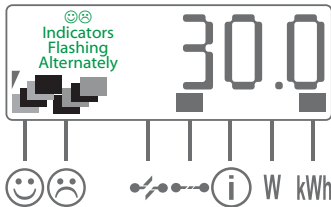
Please re-enter the number carefully.



Used / Duplicate Token Number Entered

If the token number has previously been entered in the meter, the meter will reject the token. **Token numbers can only be used once.**

The happy face and sad face icons will flash on and off simultaneously for 5 seconds.

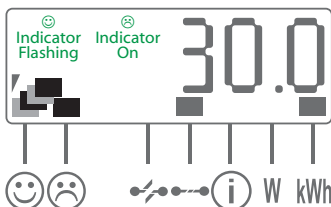


Expired Token Number Entered

If the token number entered is older than the oldest token number in the meter, the voucher has expired. **Token numbers must be entered in the order you receive them.**

The happy face and sad face icons will flash on and off alternately for 5 seconds.

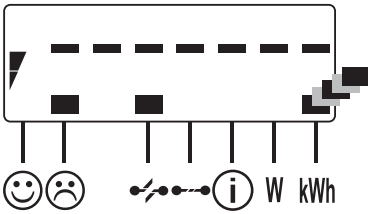
You can view the previous token numbers entered in the meter by pressing the *i* key and entering 301 (last token number entered); 302 (2nd last token number entered); 303 (3rd last token number entered) etc up to 350 (50th last token number entered).



Maximum Credit Limit Reached

If the token number is valid, but you have reached or will exceed the maximum allowable credit limit, the meter will reject the token. **The token number can be re-used later.**

The happy face will flash on and off.
The sad face will turn on for 10 seconds.



Power Limit Lockout

If the Electricity meter trips and there is still credit remaining, you have overloaded the meter by turning on too many appliances at once.

No power is supplied for 30 seconds.

Turn off all appliances.

Press any button on the meter to reset the meter.

Turn on only the appliances that you need.

If you do not reduce the number of appliances being used, the meter will trip a second time. **No power will be supplied for 30 minutes.**

Turn off all appliances.

After 30 minutes, press any key on the meter to reset the meter.

Turn on only the appliances that you need.

If you have questions please contact STss on **0860 ST Care / 0860 78 2273 / 0873538111**

Electricity Usage Monitor

1) **Current 30-Day consumption.** Press the **i** key followed by 008.

The meter displays the number of days into the current 30-day period followed by the consumption in kWh.

Press the **i** key twice in quick succession to reset the day and consumption counters to zero.

2) **Previous 30-Day Consumption.** Press the **i** key followed by 009.

The meter displays the previous 30-day period consumption.

Tips to reduce electricity consumption

1. Only plug in appliances as you need them.
2. Turn appliances off at the wall as they draw power in standby mode.
3. Switch off lights when you leave a room.
4. Replace your light bulbs with energy saving light bulbs.
5. Turn your geyser off when if you are away for a couple of days.
6. Turn the temperature down on your geyser.
7. Unplug your cell phone charger (and any other chargers) when not in use.
8. Only run your dishwasher or washing machine with a full load.



Some important information

IT IS A CRIMINAL OFFENCE TO TAMPER WITH YOUR METER!

Repairs and maintenance

Your prepaid meter is designed to be safe. It is a sealed unit and must not be opened under any circumstances as there is high voltage inside. Please call **0860 ST CARE / 0860 78 2273 / 087 353 8111** if you have any problems. Your meter will de-activate immediately should you attempt to open it.

The entire Prepaid Electricity management system is maintained and managed 24-hours a day by STss. All meter devices communicate with the Prepaid Electricity management system and are monitored constantly.

STss is responsible for providing the metering equipment on your property (unless your complex has purchased the metering equipment). If you think the meter is not working properly please let us know and we'll arrange for it to be tested and if necessary, repaired. If a meter is not faulty, a call out fee will be applicable.

What to do in an electrical emergency?

Don't touch the injured person if they're still in contact with a live electrical source. Switch the source of electricity off or trip the earth leakage on the distribution board. If you can't switch the source of electricity off, separate the injured person from the electrical source using a non-conducting object like a wooden broom handle. Then call an ambulance immediately.

What if the whole area has no power?

If there is a power cut in your area, the municipality will be working on the problem as soon as it occurs. Turn off all your appliances – heaters and stoves can be a fire hazard and some appliances might be damaged when the power comes back on.

What if only my property has no power and I have ensured that I have a valid token loaded?

Check your distribution board to see if the main circuit breaker or earth leakage have tripped. Check the outside distribution board - you may need to ask the security guards / estate manager / trustees of your complex for assistance. If the main circuit breakers are in the "ON" position, you may have a fault in the supply to your premises. Please call **0860 ST CARE / 0860 78 2273 / 087 353 8111** for assistance.

What happens if your cell phone is stolen?

Electricity tokens for a prepaid meter cannot be used for, or transferred to, any other prepaid meter, so your Prepaid Electricity token is safe. All you need to do is to contact us on **0860 ST CARE / 0860 78 2273 / 087 353 8111** to change your records to a new number if required. This will take less than a minute to do.

Terms and Conditions

STs is committed to providing you with a safe and reliable electricity supply and a high level of customer service. These are our terms and conditions for the services we provide. It's important that you read and understand this booklet as, by becoming our customer, you agree to abide by these terms and conditions which comprise a legally binding agreement between us.

Interruptions to your electricity supply

We are not required to carry out our obligations under this agreement when we are prevented from doing so by an event beyond our reasonable control. We do not guarantee the continuous supply of energy to your property and the supply of energy to you may not be continuous and uninterrupted. Circumstances or events beyond our control may cause your energy supply to be interrupted from time to time. Where practical, we will notify you at least four days in advance of any planned interruption to your energy supply. We are unable to give advance notice for sudden, unplanned interruptions. Following an interruption, we will resume the supply of your energy and services as soon as reasonably possible.

We will not, in any event, be liable to you or anyone else for any indirect or consequential losses, or loss of profits or other similar losses, or in an event or circumstance beyond our control (a 'force majeure event' - see below).

Force majeure - events beyond our control

A force majeure event includes, but is not limited to:

- acts of God, war (whether declared or not), terrorism, riots, civil insurrection, epidemic strikes and any other industrial action
- storms, lightning, flood, earthquake, fire, landslide, accumulation of snow or ice, acts of animals
- motor vehicle or other accident
- Municipal faults, load shedding or acts or omissions by the Municipal supplier resulting in the partial or entire failure of supply or availability of electricity in the area
- malicious damage
- surges, spikes, other fluctuations or interruptions in the conveyance of energy into the network
- extreme energy shortages, extreme pricing events or threats to our ability to supply energy
- compliance with any law or government order, rule, regulation or direction
- your acts or omissions or any defect or abnormal conditions in or about your property, or
- other similar circumstances beyond our control.

Following a force majeure event, we will try to restore services to you as soon as reasonably possible.

Token limits

In order to protect you, we have implemented restrictions on the maximum value for which you may request an electricity token at any one time. Property owners may request a token up to a maximum value of R1,000 and tenants a token up to a maximum value of R500 per issue. (You may request more than 1 token per day.)

Fees & Charges

Transaction charges may apply when using a credit card or your internet banking facility and will be according to the schedule of charges with your banking institution. A system fee may apply for credit card payments, which will be deducted from your payment. A charge is levied when you top-up using EasyPay and this amount will be recovered from the payment made into the Respective Property's Bank Account.

Tampering with your meter

Tampering with a meter is dangerous and is a criminal offence. You must take all reasonable steps to ensure no-one tampers or interferes with your metering equipment, and you must tell us immediately if you become aware there may be a problem with your metering equipment. Please tell us straight away if you move into a new property and suspect the meter has been tampered with. Should you attempt to tamper with your meter, it will de-activate immediately and a fine will be issued prior to re-connection. You will also be charged a re-connection fee and, should you have damaged the meter by tampering, you will be charged in full for both the meter replacement and installation of a new unit. Tampering with a meter is theft and may lead to prosecution.



ILLEGAL!

**Do NOT Tamper
with Prepaid Meter!**

Your account and personal information details

You need to give us some personal information so we can supply energy and services to you. It's important that any information you give us is correct and that you tell us if there are any changes to it. You are responsible for keeping confidential any passwords for access to your account details.



DANGER!

**Electricity
Can Kill You!**

Ownership of Meters (When Applicable)

We have provided you with the metering equipment placed on your property, but it remains the property of STss. You do not own this metering equipment and, therefore, must not allow it to become a fixture or improvement to your property or move or remove it from the location to which it is supplied.

Troubleshooting

Loading Electricity

1. When your meter shows 50 kWh remaining, please top-up your electricity prepaid account with **STss**.
 - a. You can do an EFT - Best option, allow 2 - 4 days for money to clear.
 - b. You can make a Cash deposit at any **ABSA** Bank.
 - c. You can top-up online using your credit card.
 - d. You can make a payment at an **EasyPay** outlet.
DO NOT buy EasyPay Tokens! **Only** make a payment into your STss account at **EasyPay**.
2. Please make payments into your **Body Corporate's ABSA Bank Account**. Please use your Prepaid electricity reference number. Payments into the wrong bank account will result in penalties being charged and will delay electricity availability.
The banking details and your reference number are on your Prepaid statement.
3. Please allow between **48 and 96 hours (2 - 4 days)** for your payment to reflect on our system. If you made payment by EFT, direct deposit or at Easy Pay you will receive an sms when the payment has cleared, letting you know that you can request a token.
4. After the payment has cleared, send an sms requesting an electricity token from your registered cell phone to **31661** (Standard SMS Rates Apply).
Prepaid reference number comma amount. No spaces. EXAMPLE: **PDRCU0018,200**
5. On receiving the token number, punch the 20 digit token number into the key pad of your meter. (Do not use spaces, # or *).
6. The meter will reset itself adding the amount of electricity loaded.
7. **Please note:** The number of electricity units on your vended token is dependant on the rand value cost of electricity.

Quick Checks and Fixes

1. Did you top-up your prepaid account?
2. Did you send your sms from a **registered** cell phone to 31661? (Standard SMS Rates Apply)
3. Did you request a token in the correct format? EXAMPLE: **EGPPU0011,400**
4. Did you enter the correct token number in the meter?
(Please check the Error Codes on pages 10 and 11 of this booklet.)
5. If you are still experiencing a problem or you are unable to request a token after you have followed all the above steps and have waited **48 hours** for the top-up to reflect on our system, please contact STss for assistance.

Remember: You can request an emergency token, if you have made a top-up payment.
Call STss for assistance.

STss 24-hour Call Centre

