

FREQUENTLY ASKED QUESTIONS



CIU is not switching on

Replace the batteries in your CIU. You can purchase any AA size Alkaline (Penlight) battery at your local store, and fit them. If it still does not work, report to Customer Care.

There is an error message on my CIU

Write down the error code and report to Customer Care.

My token does not work

Make sure the Prepaid Number on the receipt is the same as on your meter. You cannot enter a token for another meter. See Loading Credit for possible messages returned by your meter. If the meter returns an error code when you enter your token, contact Customer Care and give them the error code.

What is my Meter Number?

Your Meter Number is printed on the mechanical water meter, however, this is different from your EWSC Account Number. You will receive your EWSC Account Number from EWSC. You need your EWSC Account Number to purchase credit, not the Meter Number. Alternatively, press #0# on your CIU to view and write down your EWSC Account Number.

How much water do I use?

Press #7# to see how much you used today.

Press #8# to see how much you used for this month.

Press #9# to see how much you used on average over the previous 3 months.

(Accurate only after 3 months from installation)

Press #20# to see how much you used last month.

How much water do I get for my credit?

The credit available on your meter is displayed in Cubic Meters (m3). 1m3 equals to 1kL or 1000Litres. If the credit on your meter is displayed for example as '5.321 m3', this means you have 5.321 kL or 5321 Litres of water.

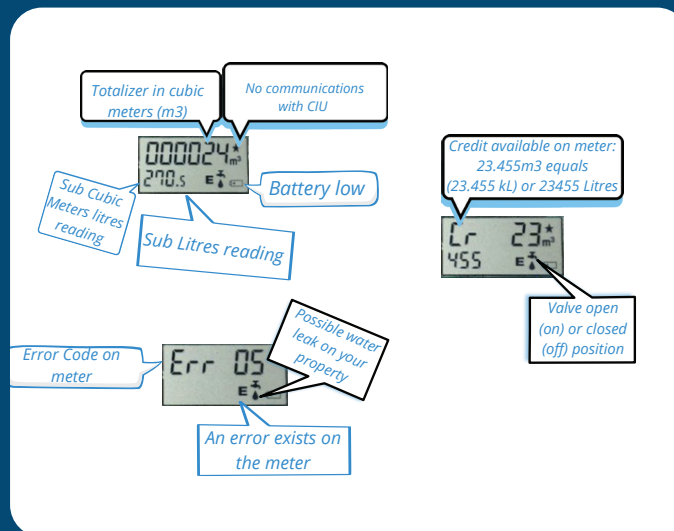
I want to measure how much water I used for watering my vegetables?

First press #54# on your CIU to reset your User Totalizer. Open the tap and use the water that you want to measure. When done, close the tap, and press #53#.



Water Meter Display

Your Meter also displays 2 or sometimes 3 messages, changing every 10seconds: 1) Meter totalizer 2) Credit available 3) If an error is present, the error the code is displayed.



ADVANTAGES OF YOUR PREPAID WATER MANAGEMENT DEVICE

- You control monthly water usage.
- You control your water billing.
- You are notified of water leakages so that you do not lose water that you pay for.

CUSTOMER CARE TOUCHPOINTS



800 5000



7806 5000



/ewscswaziland



prepaid@ewsc.co.sz /
customer@ewsc.co.sz



ewsc_water



@EWSC_Water



www.ewsc.co.sz

EWSC PREPAID WATER METER

ALL YOU NEED TO KNOW





UNDERSTANDING YOUR PREPAID WATER METER

A prepaid water smart meter works similarly to a prepaid electricity plan. You pay in advance for your water usage by loading credit onto your account. As you consume water, the meter deducts the credit in real time. This means you can easily see how much you're spending, and when your balance gets low, you can quickly top it up to ensure uninterrupted watersupply.

This system helps you manage your budget more effectively by allowing you to keep track of your water expenses in real time. You won't have any surprise bills at the end of the month because you're paying for your water ahead of time. Overall, a prepaid smart meter gives you greater control and transparency over your water usage and expenses.



UNDERSTANDING YOUR WATER MANAGEMENT DEVICE

This prepaid metering model comes with a remote-like gadget called the Customer Interface Unit (CIU), which customers will use to load tokens. Customers will not be required to go to the prepaid water meter outside to load tokens or check units balance; all interactions happen conveniently through the CIU!

The CIU can be placed anywhere inside your house, linking to the meter via a secure encrypted radio communication. The CIU indicates the credit remaining on the meter and facilitates the loading of a 20 digit prepaid credit tokens.

CIU functions

Enter the code to get the results for the different functions as tabled below. For example, press #0# on your CIU to see your account number. The account number displayed should consist of 9 digits.

Code	Function	Result
# (and hold)	Lock Keypad	LOCKEd / UnLOC##
##	Refresh Display	Credit / x.xxx m3 / Err XX
#1#	Paid Credit Available	x.xxx m3
#7#	Used Today	x.xxx m3
#8#	Used This Month	x.xxx m3
#9#	Used on average over last 3 months	x.xxx m3
#10#	Meter Reading (Totalizer)	xxxxxxm3
#13#	Total Used to Date	x.xxx m3
#14#	Total Paid Credit Loaded to Date	x.xxx m3
#20#	Used Last Month	x.xxx m3
#21#	Used 2 Months Ago	x.xxx m3
#22#	Used 3 Months Ago	x.xxx m3
#30# #39#	Last 10 tokens entered (30 is the most recent, 39 the oldest)	1234567 8901234 567890
#40# #49#	Last 10 credit loaded with date (40 is the most recent, 49 the oldest)	Credit: x.xxx m3, dd.mm.yy
#53#	User Totalizer	x.xxx m3
#54#	Reset User Totalizer	0.000 m3

LOADING CREDIT ON YOUR WATER MANAGEMENT DEVICE

WHERE TO BUY

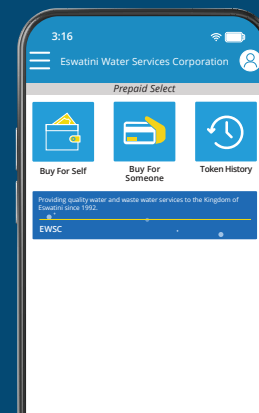
Customers can buy water units or credit using the EWSC APP by following these steps:

1. Login the EWSC App, and select "Prepaid" tab on home page.
2. Select either "buy for self" or "buy for someone".
3. Select the account number that you wish to purchase for, and input the amount to be bought.
4. Select purchase method (Card or Mobile Money).
5. Input card details and approve purchase / Input MoMo details and approve purchase.

You may also physically purchase prepaid units or credit at your nearest EWSC service center.

HOW TO LOAD CREDIT

You will receive a token with 20 digits to be entered on the CIU. After the last digit of the token is entered, the CIU automatically sends the token to your meter. The CIU will display different messages to show whether the token loaded was successful or not.



If the token entered is valid, the following message will be displayed:

1. "ACCEPT", followed by: i.e "6 m3", meaning the credit is successfully loaded.

2. After a few seconds of accepting your new token, the CIU will refresh and reflect your new available credit.

If the token entered is invalid, the following message will be displayed: 'INVALID' - which means you might have entered the wrong token.

The following messages may also be displayed:

1. 'USED' - Token already used.
2. 'OLD' - Token expired.
3. 'ERROR' - Write down the error code and report to Customer Care.

Credit available is displayed on the CIU in Cubic Meters (m3). Always check and make sure you never run out of credit. A warning message on your CIU informs you when you run low on credit. The CIU refreshes automatically every hour, or you may refresh it manually by pressing the # key twice.

A Token History is kept of the last 10 tokens entered. To see the most recent token press #30#. To see the amount of credit loaded and date for this token press #40#. The second most recent token is #31# & #41#, up to the 10th token using #39# & #49#.



CIU gives 'FAILED' message

The CIU is unable to communicate with your meter. Make sure there is no major obstruction between your meter and your CIU, for example a vehicle parked next to your meter. During installation, the best position for your CIU was selected, to maximize the best radio communication. If this problem persists, contact Customer Care.

Meter not dispensing water

On your CIU check if the Water Tap icon is displayed. If displayed, then you have credit and the meter is open. Check if your neighbour has water, as it is possible that the whole area is without water. If the Water Tap icon is not displayed, it means you do not have credit on your meter. Purchase more credit.

No Credit on my meter

When the 'No Cred' message is displayed, it means you have no credit. Purchase more credit.

Water gets finished quickly

Check for any leaking pipes, taps and toilets on your property. The 'Leak' icon should never be visible on your CIU.

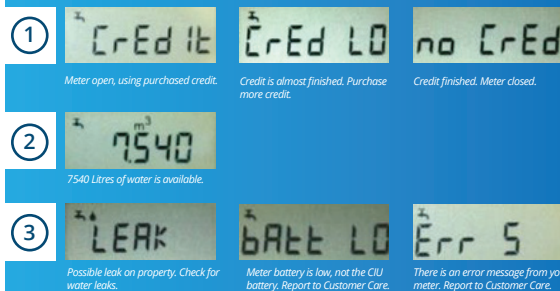
Possible water Leak

If there is a water leak, a water drop icon as well as a 'LEAK' message is displayed on your CIU. It is important to fix this leak, as it will finish your credit very quickly. Once fixed, the message will disappear the next day.

Customer Interface Unit (CIU) display

The CIU displays 2 or sometimes 3 messages, changing every 10 seconds:

- 1) Credit type being used.
- 2) Credit available.
- 3) Any additional message if present.



Smaller Icon Displays

