



WHAT YOU NEED

1. Your 11 digit meter number
2. A cell phone to receive the 20 digit code via SMS (if using the digital purchasing channels)

WHERE AND HOW TO BUY

Electricity purchasing needs to be quick, easy and instant. Citiq Prepaid's network of real world and digital recharge points means you can buy tokens any time of the day or night, anywhere in South Africa.

CITIQ PREPAID WEBSITE (CREDIT CARD OR I-PAY)



- PROS:** - No Channel Fee
- Instant
- CONS:** - Requires credit card or being registered for online banking

Ensure you are registered with Citiq Prepaid on the site www.citiqprepaid.co.za/sign-up or the call centre can assist on 087 55 111 55

Log in to www.citiqprepaid.co.za and buy electricity using your credit card or the i-Pay EFT payment option. Once complete, you'll receive an SMS with your token number to enter into your prepaid meter.

WHAT TO DO WHEN SOMETHING GOES WRONG

If you need any support please contact the Citiq Prepaid call centre on 087 55 111 55 which is open between 7am and 8pm (on weekdays) and between 8am and 5pm on weekends and public holidays. Alternatively, we encourage you to also mail us on help@citiqprepaid.co.za

RETAIL STORES, KIOSKS AND PETROL STATIONS



Checkers

SHOPRITE

Pick n Pay



OK Foods



CALTEX

ENGEN



SASOL



TOTAL



UniPIN

onecell

KAZANG

Top it Up
Convenience at your fingertips

EasyPay
"a better way to pay"

PROS: - Instant

CONS: - 3.5% Channel Fee

You will pay for electricity and receive a slip with your 20 digit token number. Punch the number into your prepaid electricity meter.

UniPIN

Retail stores are able to provide UniPIN vouchers to purchase Citiq Prepaid tokens. UniPIN vouchers require that you sms your meter & voucher number to the number provided as per the instructions on the UniPIN voucher. You will receive an SMS with your token number. Please take care in doing this, since SMSing the wrong meter number cannot be reversed.

EFT DIRECTLY TO CITIQ PREPAID



Ensure you are registered with Citiq Prepaid on the site www.citiqprepaid.co.za/sign-up so that we can SMS you the 20 digit token number.

PROS: - No Channel Fee

CONS: - Not instant, can take a few hours for payment to be verified and the token to be sent

Deposit the funds into Citiq Prepaid's FNB account:

Name: Citiq Prepaid

Account number: 625 8515 3407

Branch Code 356505/ Melville

Reference: Your 11 digit meter number (no spaces)

Once the funds reflect in the account you will receive an SMS with your token number. Please be aware we can only process the purchase once the funds clear. This can take up to 24 hours for inter-bank and even FNB-to-FNB needs a day to clear for payments made on a Sunday.

NEDBANK ATM BANKING



- PROS:** - Instant
CONS: - Channel Fee
- Only works for clients of Nedbank

1. Go to a Nedbank ATM and follow the instructions
2. Once the transaction is complete you will receive an SMS with your token number
3. Punch the number into your prepaid meter

USSD FOR CELLPHONE BANKING



- PROS:** - Instant
CONS: - Channel Fee
- Need to be registered for cellphone banking

Ensure you are registered for your bank's cellphone banking service and that you're registered with Citiq Prepaid on www.citiqprepaid.co.za/sign-up or by phoning the call centre on 087 55 111 55.

Use the following USSD codes to initiate the purchase and the follow the prompts:

FNB: *120* 321#

STANDARD BANK: *120*2345#

ABSA: *120*2272#

NEDBANK: *120*001#

CAPITEC: *120*3279#

Once the transaction is complete you will receive an SMS with your token number which you can enter into your prepaid meter.

YOUR ONLINE OR MOBILE BANKING APP



- PROS:** - Instant
CONS: - Channel Fee
- Need to be registered for online banking

Navigate through the app to the 'Buy' button and then the 'electricity' button. Follow the prompts and you will receive your 20 digital token via the app or SMS. Punch the number into your prepaid electricity meter.