



Please be sure to mention your installer's details when registering the meter.

YOUR INSTALLER'S DETAILS:

Thank you for purchasing a Citiq Prepaid meter!
In order for your meter to work, you need to activate it.

REGISTERING YOUR METER

Complete the form on the inside of your meter wrap, and send along with:

- ✓ **the owner's ID**
- ✓ **proof of address**
- ✓ **proof of banking details**
- ✓ **a copy of the council bill**

KINDLY NOTE SUPPLYING INCORRECT BILLING DETAILS IS A CRIMINAL OFFENCE

COMPLETE YOUR REGISTRATION FORM:

Via phone: 087 55 111 55

WhatsApp: 087 55 111 17

Fax to: 086 606 6381

Scan and email to:
help@citiqprepaid.co.za



HOW TO BUY TOKENS FOR TENANTS

Sign up for the Tenant portal

Step 1: Go to www.citiqprepaid.co.za

Step 2: Click on the SIGN UP button right at the top of the page

Step 3: Add your meter number and click NEXT

Step 4: Add your name, surname, ID number and email address and click on SIGN UP

Step 5: You'll receive an activation link from CitIQ Prepaid to activate your account, Click on the link

Step 6: Set your password

WHAT YOU NEED

1. Your 11 digit meter number
2. A cell phone to receive the 20 digital code via SMS

RECHARGE AT:



CitIQ Prepaid website (credit card or OZOW)



Your online or mobile banking app



Retail stores and outlets



Flash Vendors



USSD for Cellphone Banking