



A GUIDE TO YOUR

New Prepaid Meter and Swipe Card

Call 1800 JACANA (1800 522 262)
or visit jacanaenergy.com.au

Jacana 
ENERGY

You have a new meter

The network provider, Power and Water Corporation, is replacing all prepaid meters using power cards with new digital meters.

This includes the meter at your home.

Old meter



New meter



You don't need power cards anymore

Now when you go to the shops, use your new swipe card to top up your credit. The money will be automatically added to the meter.

You haven't lost any credit

We have transferred any credit you had on your old meter to your new one.

Left over power cards?

Return any unused power cards to Jacana Energy using the form on the last page of this booklet. We will transfer the credit on to your new meter.



The swipe card is only for your house

You can't use it with another meter.



This pack includes two swipe cards for your house only.



Hold on to your card so you can top up easily

Your card is reusable. Take it with you to the shops to top up and make sure you keep it handy.

You can top up in more places close to you

You can take your swipe card to participating shops and service stations to top up your meter credit.



How to top up

- 1 Go to a participating shop with your swipe card.
- 2 Pay for the amount of credit you want to add to your meter.
- 3 The retailer will swipe your card.
- 4 You will be given a receipt with a unique reference number for your transaction. Keep it for your records.
- 5 The amount will be automatically topped up on your meter.

See the full list of locations at jacanaenergy.com.au

Other top up options

In future, you will be able to top up online and over the phone directly with Jacana Energy.



It's simple to read your meter and know how much credit is left

The meter shows real-time information about your electricity usage and how much credit you have.



Quick reference guide



Understanding your meter

- 1 Display**
Shows the information you select using the buttons on the keypad and any other messages from your meter.
- 2 Keypad**
Use to select different options, or to enter your receipt number (manual top up only)
- 3 On/off**
Shows if your power is on or off
- 4 Meter number**

Checking your credit

Press the **B** button to check how much credit is left on your meter. If you're running low or you have run out, the display will show a message.

Low or no credit

The meter will display a message when your credit falls below \$5 to let you know that it is time to top up. Use your swipe card at participating shops or service stations to top up.

Manual top up

The 20 digit transaction number on your receipt is unique to your payment. To add your credit manually, press **A**, key in the transaction number, then press **B**. The meter will then show if the entry was accepted or rejected.

Reconnecting your meter

If your meter has switched off, you will need to reconnect it after you've topped up. Follow the message on the display: press **A** to connect, then **B** to confirm.

Emergency credit



If you have run out of credit, you can add \$20 in emergency credit. To activate, press **7** and then '**A**' to accept the 'EC OFFER'.

Friendly credit



If you run out of credit between **9am and 4pm on weekdays**, your meter will switch off the power.

If you run out of power after 4pm, or on the weekend, your meter will wait until 9am on the next weekday to switch off the power. You can view friendly credit details by pressing **8** on the keypad.

Emergency credit and friendly credit are loans: the next time you top up, your credit will first repay the amount of emergency or friendly credit you used.

Register your details with Jacana Energy for added benefits

Having an account will help you better manage your electricity. It will also help answer any card or credit questions.

You will need to provide simple details:

- ✓ Name
- ✓ Date of birth
- ✓ Phone number
- ✓ Address
- ✓ ID details (drivers license, passport, proof of age card)

Call Jacana Energy on 1800 522 262 or visit jacanaenergy.com.au/prepaid to register your account.





Eligible for a concession?

You **must** register your details with us on 1800 522 262 so Territory Families can apply your concession.

Frequently Asked Questions

I have old tokens, what do I do with those?

If your new meter has not yet been installed, you should load your tokens on to the meter. The credit will be transferred to your new meter at the time of replacement.

If your new meter has been installed and you have unused tokens, you can return them.

I have a problem with the top up credit or my card

Please contact Jacana Energy on 1800 522 262 (Monday to Friday 8am to 6pm) so we can assist you.

I have a problem with my meter

If your meter is faulty or damaged, please contact Jacana Energy on 1800 522 262. We may have to refer you to the network provider depending on the issue. Fees and charges may apply.

I lost my card/my card is damaged, what do I need to do?

We can send you a replacement card and inform you on how to top up in the meantime. Please contact us on 1800 522 262.

I have topped up, but the amount is not showing on my meter

When you top up in store, the amount is automatically sent to your meter. If there is a communication problem between the shop and your meter, the system will keep trying until it is successful. You can also apply the credit manually.

Manual top up

The 20 digit transaction number on your receipt is unique to your payment. To add your credit manually, press A, key in the transaction number, then press B. The meter will then show if the entry was accepted or rejected. Contact us on 1800 522 262 if you need further assistance.

I am going away for a while, what do I need to do?

Please make sure you have enough credit to keep key appliances such as your fridge and freezer running while you're away.

Moving in

If you are moving into a property that has a new prepaid meter and you don't yet have a swipe card, please contact Jacana Energy on 1800 522 262 to make arrangements.

I am moving house, what do I need to do?

If you are moving to another home with a prepaid meter, you can take your swipe card(s) with you.

Make sure you let us know so we can link your swipe card to the meter at your new home. If you keep using the card without telling us you have moved, you will continue to top up the meter at your old address.

If your new home does not have a prepaid meter, please leave the swipe card(s) behind for the new resident. Remember to let us know you are moving out so we can update the details to the new resident.

Please contact Jacana Energy on 1800 522 262 to update your details.



Help and Support

Please let us know if you have any feedback or need help using your new top up cards

Phone 1800 JACANA (1800 522 262)

Website jacanaenergy.com.au/prepaid

By post PO Box 1785
Darwin City NT 0800

Our relationship with you

The relationship between us comes with certain responsibilities and obligations for both parties. These are documented in our Standard Terms and Conditions for Prepayment Electricity. These apply without the need for you to complete or sign any documents, and begin when you start using electricity at your home. Visit jacanaenergy.com.au/prepaid for a copy.



Go online at
jacanaenergy.com.au/prepaid
for information in your language.

Returning unused tokens

Any unused tokens can be returned to Jacana Energy. We will add the value as a credit to your meter. To do this, please complete the form below, cut it out and send it together with your tokens to the following address. A stamp is not required.

Jacana Energy
Reply Paid 83136
DARWIN NT 0801



Token return form

Account holder details:

First name	Last name
Service (supply) address	
Email	
ID type	ID number
ID Expiry date	Date of Birth

Unused power card details:

Number of tokens returned:
Total value of tokens returned: \$
<input type="radio"/> I understand that to transfer the credit on to my new meter, Jacana Energy will open an electricity account under my name.
Signed

Remember

- ✓ Check the meter to see how much credit you have left.
- ✓ If you are running low, take your swipe card to a shop to top up.
- ✓ Call Jacana Energy on 1800 522 262 to register your account.



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customer@jacanaenergy.com.au
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