



Prepaid Meter User Guide

PPMUG

Prepaid metering solution

Eneo Cameroon S.A

Step by step, Eneo is transforming its relationship with you

ENEO Prepaid METERING SOLUTION

1. What is a prepaid meter ?

Prepaid meter is a modern electronic device that allows you to control your electricity consumption and budget through a CIU (Customer Interface Unit). There are 2 types: the single-phase meter and the three-phase meter.

2. What is a CIU ?

A CIU, also known as a Customer Interface Unit, commonly referred to as "the box", is the communication interface connected to the meter that enables you to monitor your energy consumption and recharge your meter. It does not consume energy.

3. What are the advantages of the prepaid meter for the user ?

Eneo launched the pilot phase in the New-Bell neighbourhood in 2017. A deployment phase was initiated in 2019, in the Bonapriso, Youpwe and Ngangue neighbourhoods. Households and small-scale businesses were the targeted group.

During a survey performed in 2020, customers generally approved this solution that enabled them better monitor their consumptions. Numerous customers have also witnessed a 10% reduction in their real consumption 3 to 6 months after they switched.

Generally speaking, the prepaid option enables customers be autonomous, know and monitor their consumptions. This option is also a response to the difficulties faced under the post-paid billing cycle and that often undermined trust between customers and Eneo. Its numerous advantages are also worth pointing out: No metre reading, No billing, No power disconnection for unpaid bills, No advance on consumption, Affordable (*and sometimes zero*) access cost, Ability to monitor.

In other words,

- He/she consumes only what he/she pays for
- He/she has control over his/her electricity budget
- No more advance payments for consumption
- No more unpaid bills left by the tenant

- No more disputed bills, meter reading and/or non-receipt of bills

4. How do I get a prepaid meter ?

You can get a prepaid meter either by **conversion** or through a new connection :

For a conversion (change from a post-payment meter to a prepaid meter), send your request to prepaid.customer@eneo.cm or visit your agency.

For a new connection, fill in the online form at <https://connection.eneoapps.com> (also available on WhatsApp 695 51 11 11).

You can also get help via Live Chat at <https://my.eneocameroun.cm>

5. What is the cost of a new connection with the prepaid meter ?

The cost of a new connection varies based on the estimate that our teams draw up after a technical assessment of your electricity needs. The cost is relatively low and the kit (box, meter, circuit breaker) is currently offered by Eneo to assist customers in upgrading their metering equipment.

6. It is compulsory to install a prepaid meter ?

The deployment of Eneo's Prepaid Solution is part of the commitments made by Eneo in the third amendment to the Concession Agreement. In fact, the company has made a commitment to the Government of Cameroon to modernise the distribution network and the metering systems.

The prepaid meter is a modern technology that is intended to make life easier for users and to transform the way they consume electricity.

The gradual deployment of this solution will contribute to improving Eneo's quality of service and its relationship with customers.

Customers are sensitised on the many advantages of the Prepaid Solution and, with the customer's agreement, we proceed with the conversion of customers who have chosen prepaid.

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7. What happens to my current Advance Payment Scheme (APS) when I am converted to prepaid ?

Your consumption advances are transferred to your prepaid contract after deduction of any debts you may have. If you do not have any debts, you have the option of being reimbursed for the amount of your APS in electricity credit (token) or in cash (contact your branch to find out how to obtain reimbursement).

8. Who is the owner of the installed prepaid meter?

The prepaid meter, like all meters supplied by Eneo, is the property of Eneo Cameroon. It is under the direct responsibility of the customer who must report any incident or malfunction that affects it to Eneo.

9. What is the minimum purchase amount for kWh ?

The minimum purchase amount for kWh is 1000 FCFA.

10. Where can I buy refill credit ?

You can buy prepaid energy credit at any time, without having to leave your home, from our multiple local approved partners operating all day all week, namely:

Orange Money, MTN MoMo, Ecobank, Afrik-Pay, or at the cash desk in an Eneo agency.

11. Does the cost of refills (credit purchase) vary from one partner to another ?

No, the purchase price of kWh is the same with all partners depending on volumes. Just note that you may be asked to pay user charges depending on the supplier's system.

12. Why is my token not received with credit debit ?

"Last night, I try to purchase token with my phone, my purchase was successful but I did not receive the token. Complains Mrs Achu.

"Eneo! Please, kindly do something about it, we have been with no light since then."

What you need to know about this typical situation:

Token not received with credit debit means the system fail to send token for a successful purchase.

Here is what you need to do in such a situation:

Step 1:

- With **Orange**: #150*314# enter, choose 2 instead of 1 as usual and enter.
- With **MTN**: *126# enter, choose 2 enter, choose 1 enter, choose 3 instead of 2 as usual. enter.

Step 2: If you don't receive your token. in that case, you will need to contact our customer care via the Live Chat on <https://my.eneocameroon.cm>, by SMS/Call to 8010 or by email to: Prepaid.Customer@eneo.cm

13. Will my power supply be cut off when the credit runs off ?

Yes, your power supply will be cut off when your credit runs out. However, your CIU will inform you of your energy level via several visual and audible alarms. You can also borrow 10 kWh if you cannot recharge immediately, using the code **811**.

14. What happens if I have unpaid bills when I convert ?

When you convert to prepaid, if you have any unpaid consumption bills, the amount due will be transferred to your new meter. This debt will be deducted at a rate of 20% from the amount of each of your refills until your debt is repaid in full.

You are still liable for other debts that cannot be transferred to the prepaid system (*regularisation, connection, etc.*), in the event of non-payment, the supply may be interrupted. Make sure that these debts are cleared to avoid any inconvenience.

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15. Are the units pre-loaded at the time of my meter installation free ?

The 10 kWh available when installing the prepaid meter are not free, they are deducted from your first recharge and your purchase is made with the remaining amount.

16. Why is my CIU displaying « Failed » or « Confail » ?

"Hello Eneo, I have a disturbing situation with your prepaid meter and I need your help. Each time I introduce a new purchased token into the CIU, it displays "FAILED." ~ Mr Ben

"Eneo, it's been about a day now I have been trying to insert my token into the CIU and it keeps displaying "CONFAIL". Please, I need help. I will be soon without lights". ~ Mrs Njocke

What you need to know about this typical situation:

FAILED means there is no communication between CIU and meter.

You have disconnected your CIU for a long time and it has lost connection.

Either the information sent by CIU does not reach the meter due to no CIU-meter physical connection established (an equipment in the physical connection is not operational).

Or the physical cable connection is OK, but the meter does not receive information sent by CIU because the later was not paired to the meter.

Few possible reasons:

1. Your wall socket is not operational or not working properly. Check for loose connections (loose cables/screws). Change sockets if the current socket is faulty and try again.

2. CIU is connected to a Voltage Regulator (VR). Avoid connecting you CIU to VR. They hinder proper communication between the meter and your CIU.

3. Your CIU is connected to distributor or adaptor. Connect your CIU directly to a wall socket & try again.

4. Your CIU is not paired to the meter. Pair your CIU with the meter.

5. Your circuit breaker is tripped. Check your meter to see whether the circuit breaker is not tripped.

6. Your meter is not powered. Check if you have electricity in the neighbourhood. contact our customer care for immediate assistance via the LIVE CHAT on <https://my.eneocameroon.cm/login> by SMS/Call to 8010 or by email to: Prepaid.Customer@eneo.cm

7. GENSET or Automatic Change Over (ATC) is On. **Note:** This case applies for homes with standby generators. Switch off the GENSET or ATC and try again.

8. You have loose contact (meter terminals).

9. You have loose contact (breaker terminals or internal installation issues).

10 You have loose contact (distributor terminals).

What you need to do:

Solution 1: Connect your CIU directly to a wall socket and not a distributor or adaptor & wait for about 5 minutes then insert your token code again.

Solution 2: If the problem persists, change wall sockets and try again.

Solution 3: If the problem persists, Pair your CIU with the meter and try again.

Solution 4: If the problem persists, Pair your CIU with the meter and try again. If the problem persists, May be the GENSET or Automatic Change Over (ATC) is On (This case applies for homes with standby generators). Re-connect the installation house with the meter.

Solution 5: If the problem persists, check your meters' circuit breaker. If it is tripped off, switch is back on, plug your CIU to a wall socket and wait for 20minutes then re-enter your token code.

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Solution 6: If the problem persists, with the support of a qualified technician, check for defaults in the cable wiring of your home. Check for burnt cables or disconnected wires.

Solution 7: If the problem persists, contact our customer care for immediate assistance via the LIVE CHAT on <https://my.eneocameroon.cm>, by SMS/Call to 8010 or by email to: prepaid.Customer@eneo.cm

17. Why is my CIU displaying « REJECT » ?

"Last night, I bought token for my prepaid meter, inserted it on my CIU and it displayed "REJECT," complains Mrs Ary.
"Eneo! Please, kindly do something about it, we have been with no light since then."

What you need to know about this typical situation:

REJECT means the communication between CIU and meter is OK, but the information entered through the CIU is not correct or was not meant for this meter.

Here is what you need to do in such a situation:

Step 1: Check if you've typed the token correctly on the CIU. Do not add spaces between token code digits. For short code 811 insure that the credit balance is 00 kWh.

Step 2: If the CIU still displays REJECT, then you are using a token meant for another meter. In that case, you will need to contact our customer care via the LIVE CHAT on our website my.eneocameroon.cm, by SMS/Call to 8010 or by email to: prepaid.Customer@eneo.cm

Make sure you contact us with the following:

- Your Meter number
- The date of purchase & amount
- Transaction ID
- Screenshot of SMS text from vending operator

18. Why is my CIU displaying « USED » when I insert the token code ?

"Yesterday, I bought token for my prepaid meter, inserted it on my CIU and it displayed

"USED." Money was deducted from my mobile account. Please, I need a refund.", explained Maimouna

What you need to know about the situation:

USED means the token has already been used.

Here is what you need to do in such a situation:

Step 1: Check if you've typed the token correctly on the CIU.

Step 2: If the CIU still displays USED, Check if you are entering the correctly token on the CIU.

Step 3: If the CIU still displays USED, you will need to contact our customer care service via the LIVE CHAT, by SMS/Call to 8010 or by email to: prepaid.Customer@eneo.cm

Make sure you contact us with the following:

- Your Meter number
- The date of purchase & amount
- Transaction ID
- Screenshot of SMS text from vending operator.

19. Why has my purchase fail?

"Last night, I try to purchase token with my phone, but it displayed "system default," complains Mrs Achu. "Eneo! Please, kindly do something about it, we have been with no light since then."

What you need to know about this typical situation:

System default means the system did not recognise your meter number.

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Here is what you need to do in such a situation:

Step 1: Check if you've using the correct meter number. (*Hexing meter need "0" before the first digit (1)*).

Step 2: If the phone still displays SYSTEM DE-Fault. in that case, you will need to contact our customer care via the Live Chat on <https://my.eneocameroun.cm>, by SMS/Call to 8010 or by email to: prepaid.Customer@eneo.cm

20. On which legal instrument did Eneo base the launch of its prepaid solution?

Prepayment-based electricity consumption is authorised by the Public Service Regulations signed by the Minister of Water Resources and Energy following relevant approval from the Prime Minister in January 2009.

Article 7 of the Service Regulations on billing and payment conditions. The instrument states that Eneo "may have its customer with prepaid metres or customers who so request pay for their electricity consumption in advance."

21. Tariff decision and tariffs

At the end of the Tariff Committee meeting held from 02 to 05 February 2017 and chaired by ARSEL, the agreed tariff plan was applied to the sales system.

This billing is done at the time of purchase and depends on specific elements:

- **The tariff** validated by ARSEL is calculated on the basis of the volume of kilowatt-hours purchased by the customer in a given month.
- **The imposition of VAT** for a customer who has made monthly purchases of less than 220 kWh, the latter is exempt from VAT as provided for in the provisions of the Finance Law in force on household electricity consumption.

If a customer feels that their subscribed power is not suitable for their needs, they can ask Eneo in writing (at our commercial agencies,

on our Live Chat) to reduce it.

Link to frequently asked questions:

https://bit.ly/EneoPrepaid_EneoPrepaidMeterUserGuide

22. How can one be sure of the reliability of Eneo's meters?

Recent inspections by the General Manager of ARSEL and a mission from the Ministry of Commerce to Eneo's meter laboratory and to some of the customers' installations have shed some light on the reliability of the meters that Eneo provides to customers.

Tests conducted at the request of these institutions have confirmed the reliability of these measuring instruments.

A visit to the laboratory by about thirty consumer associations led to the same conclusion.

Eneo ensures the reliability of its meters through several processes :

- Alignment of technical specifications with international standards;
- Standardised sampling of new meter batches;
- Certification of benchmarks;
- Review of staff competencies.

Since March 2022, the main meters in Eneo's fleet have been approved by Cameroon's Ministry of Commerce.

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23. Do prepaid meters take into account reactive power, a source of increased consumption?

The meters purchased by Eneo on the international market for its low-voltage customers are active energy meters.

The target users of the prepaid system, as validated by Eneo's Board of Directors in 2016, are households and small businesses and therefore low-voltage customers, not subject to specific reactive energy billing.

24. Are prepaid meters a source of pollution?

The PLC transmission method has been in use around the world for several decades. It has the advantage of using the same channel as the electric current transmitted at a frequency of 50 Hz. It is used for the transmission of analogue and digital data.

Used for signal transfer in Eneo's prepaid mode, PLC is not in the air but rather in the conductor. It is therefore insulated and does not present any pollution risk.

Eneo has opted for "split" type meters with a meter and a Customer Interface Unit installed at the customer's premises using this PLC technology to communicate via the electrical cable. The intensity of the magnetic field generated by the flow of current does not increase as a result of this communication.

Contact us via the LIVE CHAT on our website <https://my.eneocameroon.cm>, by SMS/Call to 8010 or by email to: Pre-paid.Customer@eneo.cm

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