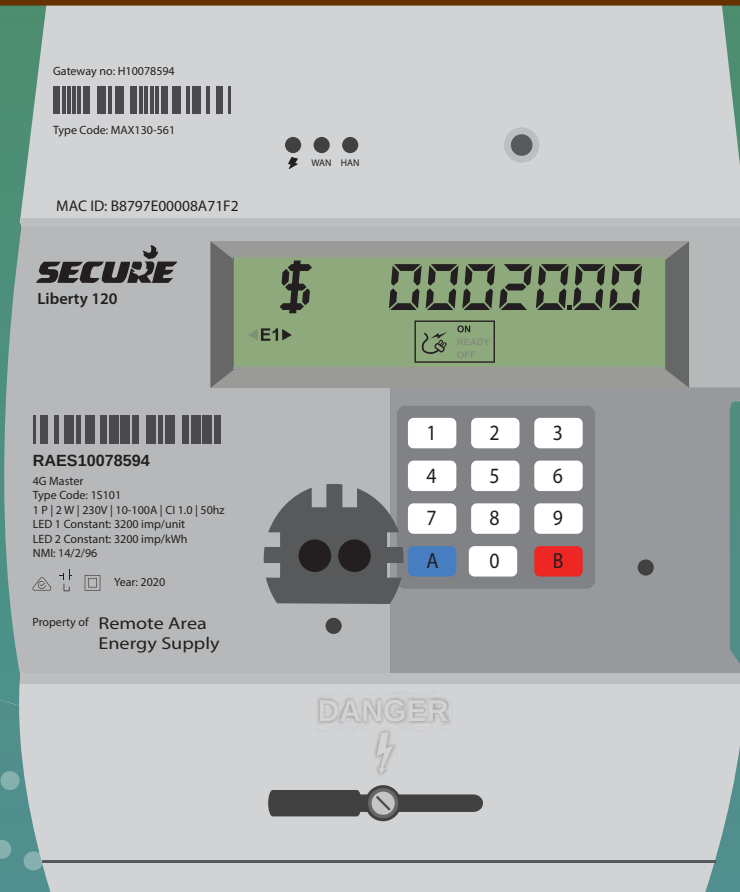




YAALTJI-YAALTJI PAWA PAYAMILANTJAKU PAYING FOR POWER

TJUKURPA QAA TJUTATJARA NYUNTUNYA ALPAMILANTJAKU
A GUIDE TO GETTING STARTED



NGANMANYITJA

INTRODUCTION

Nyiri nyangangku nyuntunya nintini yaaltji-yaaltji nyuntu payamiantjaku.

This booklet is a guide to getting started when you pay for power. It will help you:

**NYUNTU NINTI NGARALAMPA TJUWANGKA
POWER CARD PAYAMILALA**

HOW TO PAY FOR POWER

**NYUNTU NINTI PULKA NGARALAMPA
NYUNTUMPA SMART METER-KU KULILKU**

UNDERSTAND YOUR SMART METER

**ANANGU NGANALAKUTU
RINGAMILANTJAKU SUPPORT-PAKU**

WHO TO CONTACT FOR SUPPORT

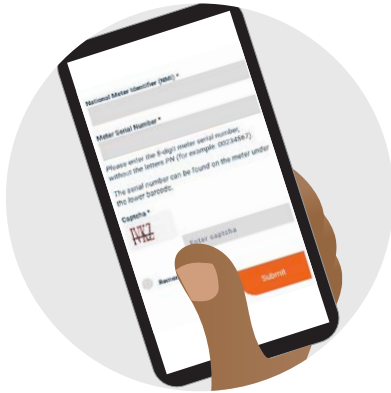
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YAALTJI-YAALTJI PAYAMILANTJAKU WAYS TO PAY



Tjuwangka
At the shop



Internet-pangka
Over the internet



Talapunangka
Over the phone

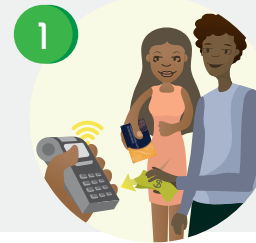


Centrepay-wanungku
Set up a Centrepay

YAALTJI-YAALTJI PAYAMILANTJAKU TJUWANGKA PAY AT THE SHOP

Tjuuwangka payamilala maningka munta kiikaatangka. Nyuntumpa meter nampa panya kulinma alatjitu.

You can pay at the shop with cash or card. If you don't have your meter card, you will need to remember your house number.

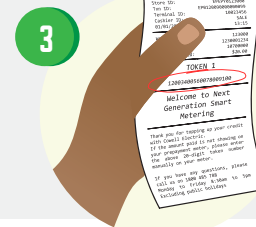


Ma-katima tjuwakutu nyuntumpa meter card panya.

Go to the shop with your meter card.

Maningka payamilala tjuwangka nyuntumpa meter-ngka credit tjunkyt-jaku. Ka tjuwa warkaripaingvku nyuntumpa card-pangka swipe-amilalku.

Pay for the amount of credit you want to add to your meter. The store worker will swipe your card.



Munu nyuntunya pipa ungkuku nampa pulkatjara, nampa 20-tjara.

You will be given a receipt with a 20-digit number.

Ka palulanguru credit mapalku katuringanyi nyuntumpa meter-ngka.

The amount will automatically be topped up on your meter.



INTERNET-PANGKA PAYAMILANTJAKU PAY FOR POWER ONLINE

Internet-pangka payamilarampa

To pay for power using the internet, you will need:

- ☒ Nyuntumpa meter nampa nyawa. Nampa nyangatja barcode pangka tjaru ngaranyi.
Your meter identifier number - this is the number below the barcode on your meter
- ☒ Nyuntumpa wali nampa nyawa
Your house number (like PIP123)
- ☒ Keycard nyuntumpa mantjila
A debit, credit, or Indue card to pay with

1 Nyawa 'payment portal' www.raes.sa.gov.au

Go to the payment portal at www.raes.sa.gov.au



Nyuntumpa wali nampa munu meter nampa tjunkula **'submit'** puuntara.

Enter the meter identifier and house number as shown below. Press **SUBMIT**



Nyuntumpa key-cardaku nampa tjura munu tjinguru nyuntu mani yaaltji payamilantjikitja mukuringanyi.

Enter your card payment details and the amount of electricity you want to buy. Press **SUBMIT**



Screenpangku nyuntunya nintini yaaltjitu nyuntu kanyini panya ngula payamilantjaku nyuntumpa meter-ngka.

The screen will now show your receipt number and how much credit you have on your meter

YAALTJI-YAALTJI-NGHU PAYAMILANTJAKU TALAPHONEAWANU MUNU CENTREPAY-NGKA PAY OVER THE PHONE OR SET UP CENTREPAY

1 Ringamilala Cowell Electrickututu 1800 485 788 Call Cowell Electric 1800 485 788



Tjinguru nyuntu talaphone-awanu payamilarampa kutjupa kutjupa mantjila:

To make a payment over the phone you will need:

- ☒ Nyuntumpa walinampa munta meter nampa
Your house-number or meter identifier
- ☒ Nyuntumpa Keycard
Your debit, credit, or Indue card



Nyuntu Centrepay palyarumpa:
To set up Centrepay you will need:

- ☒ Nyuntumpa wali nampa munta meter nampa
Your house-number or meter identifier
- ☒ Nyunumpa Centrelink reference nampa mantjila
Your Centrelink account reference number

HUTJUPANGKU NYUNTUNYA ALPAMILANTJAKU HELP PAYING FOR POWER

Ka tjinguru kutjupa tjuta tjungu nyirampa tjana kulu alpamilara payamilantjaku

Extra help may be available if you are finding it hard to pay for power.

Tjinguru nyuntu Centrelink-pangka ngaralampa concession card nintila alpamilantjaku.

Concessions are available for people on Centrelink or the Pension.

Tjana plan kutjupa palyan anangu community housing-pangku nyanapai tjutaku tjanampa mani tjukarungku smart meter-pangka tjarpatjunkuntjaku.

A special arrangement has been made for Anangu living in community housing to have the Energy concession paid directly onto their smart meter – so you don't need to do an application.

Tjinguru nyuntu ringamilalku Money Mob-takutu munta Cowell Electric-takutu, kaya nyuntuyna alpamilalku.

To find out what other concession you might be able to get, call MoneyMob or Cowell Electric to find out what help is available.

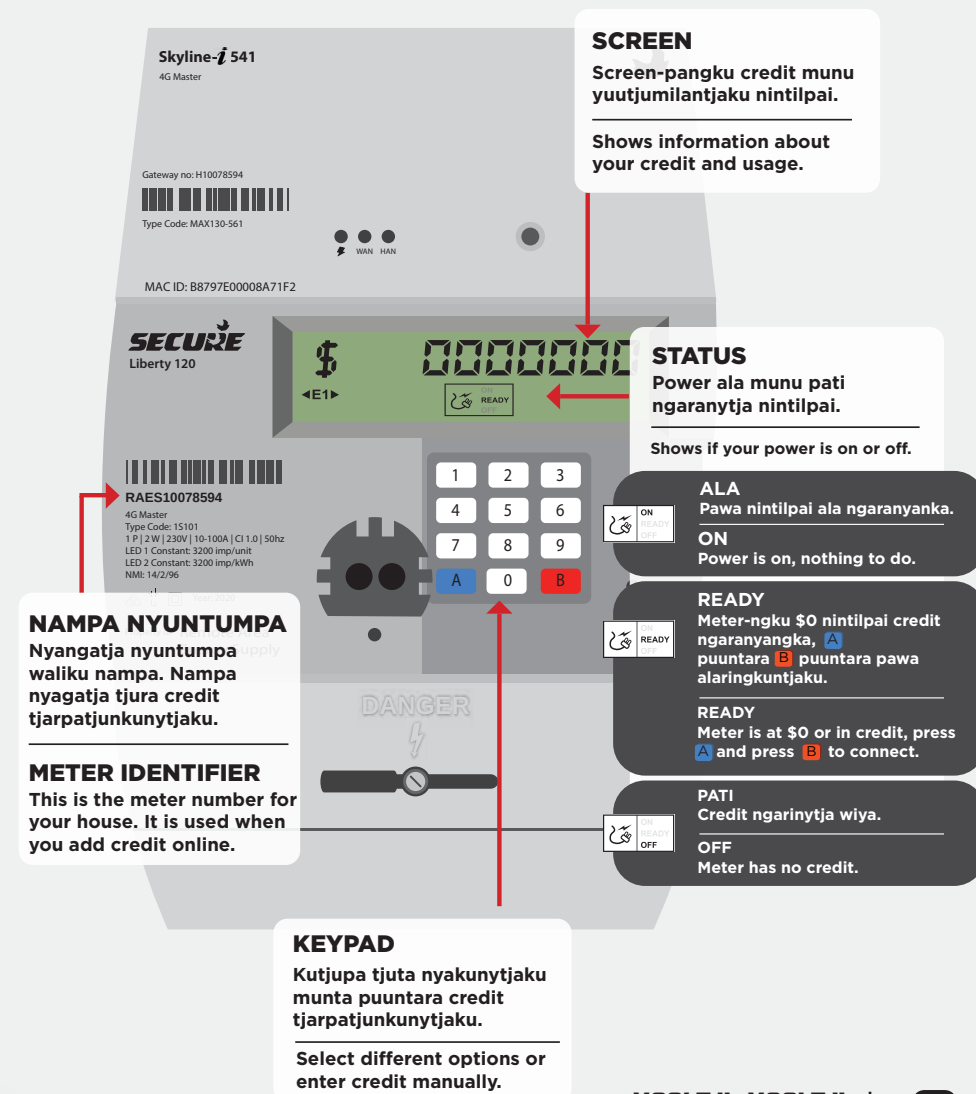


1800 849 041

1800 485 788

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NYANGA TJANA NGARANYI METER-NGKA UNDERSTANDING YOUR SMART METER



YAALTJI-YAALTJI
PAWA
PAYAMILANTJAKU

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PAWA NYUNTUMPA PIRUKU ALANTJAKU GETTING YOUR POWER BACK ON

Credit payamilara pawa pati ngaranyangka, nyanga tjananya wanala pawa piruku alantjakitjangku.

If your power is off after you have paid for credit, you will need to follow these steps to get your power back on.



B puuntara meter wankala.

Press **B** to wake up the meter.



A puuntara pawa alala.

Press **A** to connect.



B puuntara palyanmankunytjaku. Nyuntu 'click' kulira pawa ala ngaranyi.

Press **B** to confirm. You will hear a click. This means the power is now on.



Screen-pangku balance nintilku.

The screen will then show your balance.

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FOR
POWER

FRIENDLY CREDIT

Friendly Credit-wanungku nyuntu tjukutjuku ngatjirma pawa unytjungku ala kanyintjikitjangku.

Friendly credit is like a loan to keep the power on.



Monday-nguru Thursday-kutu 3pm-pangka malangka credit wiyaringkula nyuntu Friendly Credit ngatjira ka pawa ala ngaraku 10am mungawinkikutu.

If you run out of credit after 3pm on Monday to Thursday, the power will stay on until 10am the following day.

Friday 3pm-pangka malangka credit wiyaringkula nyuntu Friendly Credit ngatjira pawa ala ngaraku 10am Monday-kutu.

If you run out of credit after 3pm on Friday, the power will stay on all weekend until 10am Monday.

Meter nyawa payamilantja kuwaripangka!

Check your meter balance before you go to pay!



Panya Friendly Credit loan purunypa. Ngula payamilara nyuntu owe-amilantja malakungku payamilantjaku credit piruku utitringkunytjaku.

Friendly Credit is like a loan. Next time you top up your meter you will need to pay back the loan before any credit is shown on the meter.



YAALTJI-YAALTJI
PAWA
PAYAMILANTJAKU | 11

EMERGENCY CREDIT

Credit wiyaringkula Emergency Credit nyangama pawa ala rawangku kanyintjikitjangku payamilantjakutu.

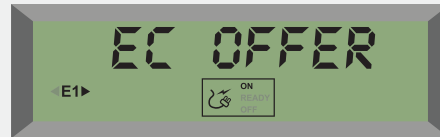
If you run out of credit, you can use Emergency Credit to keep the power on until you can top up.

B puuntara meter wankala. Emergency Credit ngarinyangkan nyuntu message nyakuku.

A puuntara **B** puuntara palyanmankunytjaku.

Press **B** to wake up your meter. If emergency credit is available this message will be displayed.

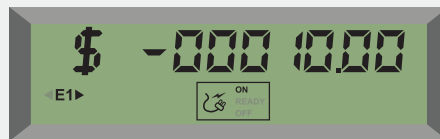
Press **A** to connect, then **B** to confirm.



\$10-kutu Emergencay Credit yuutjumilantjaku.
You can use up to \$10 of Emergency Credit.

Panya Emergency Credit loan purunypa. Ngula payamilara nyuntu owe-amilantja malakungku payamilantjaku credit piruku utitringkunytjaku.

Emergency Credit is like a loan. Next time you top up your meter you will need to pay back the loan before any credit is shown on the meter.



MANUAL TOP UP

Nyuntu credit payamilara meter-ngka putu nyakula receipt-pangka nyawa ka nampa tjuta (20) puuntara credit tjarpattjura meter-ngka.

If you have paid for credit but it doesn't show on the meter, you will need to top up manually using the 20-digit number on your receipt.

A meter-ngka puuntara nyuntu Vend Mode nyanganyi.

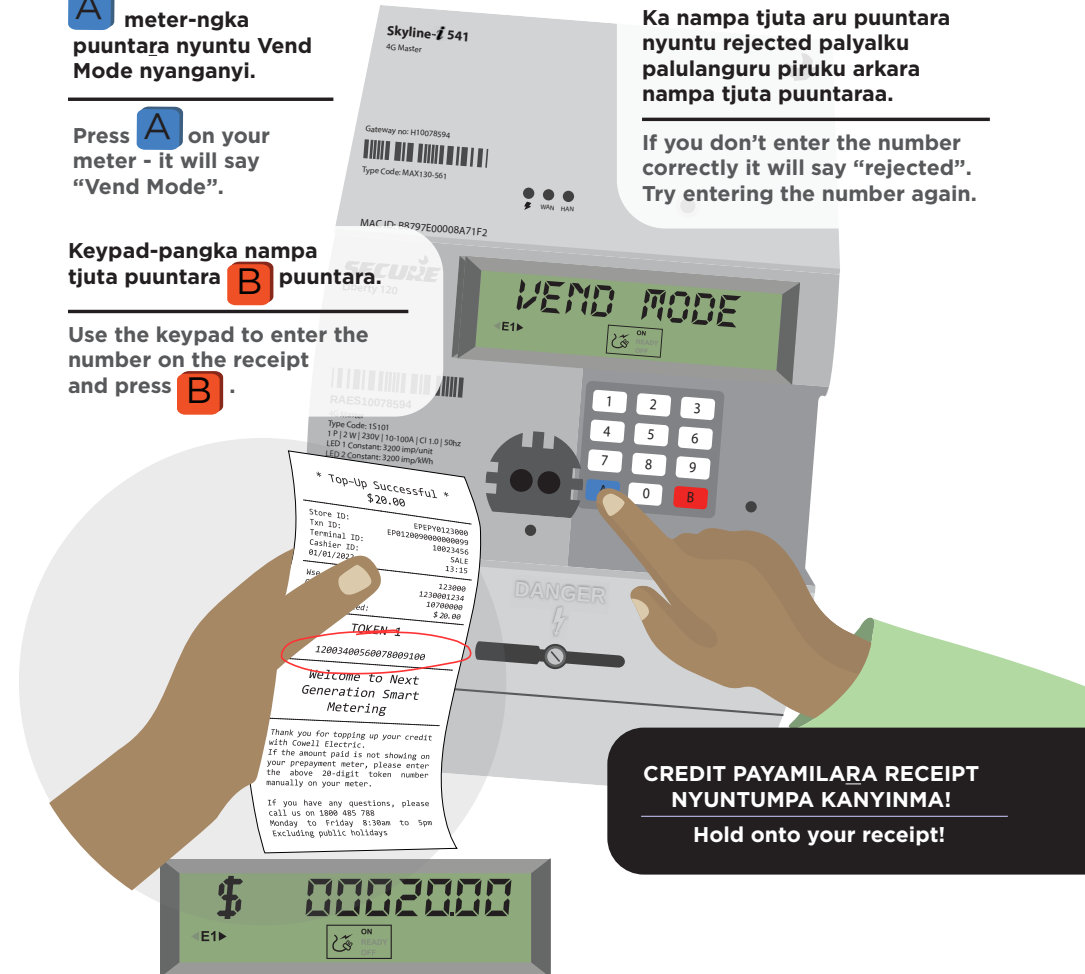
Press **A** on your meter - it will say "Vend Mode".

Keypad-pangka nampa tjuta puuntara **B** puuntara.

Use the keypad to enter the number on the receipt and press **B**.

Ka nampa tjuta aru puuntara nyuntu rejected palyalku palulanguru piruku arkara nampa tjuta puuntaraa.

If you don't enter the number correctly it will say "rejected". Try entering the number again.



CREDIT PAYAMILARA RECEIPT NYUNTUMPA KANYINMA!

Hold onto your receipt!

Screen-pangku nintini credit tjarpattjunkunytjatjara.

The screen will then show how much credit has been added to the meter.

CUSTOMER TJUTANGHU WALYTJANGHU ATUNYMANHUNTJAHU CONSUMER RIGHTS

Tjinguru nyuntu pawa uutjumilarampa uti kutjupa kutjupa tjuta tjukarungka palyanma walytjangku atunymara.

As an electricity customer it is important that you know what your responsibilities are and what the Retailer (Cowell Electric) is responsible for.

Tjinguru nyuntu ninti pulkaringkuntjikitja mukuringkulampa internet-pangka nyawa: www.raes.sa.gov.au

This information can be found in the Standard Terms and Conditions and in the Written Disclosure Statement on the RAES website - www.raes.sa.gov.au

Tjinguru nyuntu putu nguwanpa palyarampa Cowell Electric-takutu ringamilala 1800 485 788.

If you have any questions or problems with your electricity, contact Cowell Electric on 1800 485 788.

Tjinguru Cowell Electricpangku nyuntunya putu alpamilarampa ringamilala the 'Energy and Water Ombudsman' 1800 665 565 munta www.ewosa.com.au

If the problem has not been resolved by Cowell Electric, the Energy and Water Ombudsman can be contacted on 1800 665 565 or at www.ewosa.com.au

NGANALANA TJAPILHU? WHO DO I CONTACT?

MoneyMob-ala wangkama nyanganpa kulira nintiringkuntjikitjangku

Contact MoneyMob for questions like:



1800 849 041

PAWA@MONEYMOB.ORG.AU

MONEYMOB.ORG.AU/PAWA-ATUNMANKUNYTJAKU

Yaaltji-yaaltjinkuna pawa payamilalku?

- How do I pay for my electricity?

Nyaana palyalku mani tjukutjukulpi payamilanytjikitjangku?

- How do I reduce my electricity costs?

Nyaaringkuna mani wiyangka?

- What do I do if I can't afford to pay for my electricity?

Munu kutjupa tjutaku nintiringkuntjikitjangku munu mani tjara kulu wangkantjikitjangku.

- Or anything relating to education or financial support.

Cowell Electric-pala wangkama nyanganpa tjapintjikitjangku

Contact Cowell Electric for questions like:



1800 485 788

Ngayuku pawa munu ngayula itingka nyinanytja tjutaku kulu wiyaringu

- My power, and all of my neighbour's power, has gone out

Ngayulu pawa payamilanu palu meter-ngka ma-wirkankuntja wiya

- I made an electricity payment, but it didn't go on my meter

Nganalana wangkaku ngayuku pawa purkarangu payamilankatintjikitjangku

- Who do I contact to set up a payment plan?

Munu kutjupa tjuta pawatjara munu pawa payamilantjatjara

- Or anything to do with problems with power supply or payment issues.



PAWA ATUNMANKUNYTJAKU

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