Cowell Electric · Government of South Australia

REMOTE AREA ENERGY SUPPLY (RAES)
Pay-As-You-Go Meter Quick Reference Guide

Key Features of your Meter

❶ **Display**
Shows the information you select using the buttons on the keypad and any other messages from your meter.

❷ **Keypad**
Use to select different options, or to enter your receipt number (manual top up only).

❸ **On/Off**
Shows if your power is on or off.

❹ **Meter Number**
This is your unique meter identifier, which is used by your retailer to identify your meter and apply credit.

Checking your Credit

The display ❶ will cycle through your account balance and other messages such as your current usage and estimated days of credit remaining.

Press the **B** button to check how much credit is left on your meter. In the example, the meter has $46.50 of credit.

If you are running low or you have run out of credit, the display will show a message.

Low Credit

The meter will display a message when your credit falls **below $5**.

Emergency Credit

If you are in low credit mode, you can add $10 emergency credit to your meter. To activate, press **7** on the keypad and then **A** to accept the "EC OFFER".

No Credit

If you run out of credit (and emergency credit), between **10am and 3pm on a weekday** your meter will switch off the power.

Reconnecting your Meter

If your meter has switched off, you will need to reconnect it after you have topped up your credit.

Press any key to wake the meter. Press **A** to connect and then **B** to confirm.

Friendly Credit

If you run out of power after 3pm on a weekday, or on the weekend, your meter will enter friendly credit mode and will wait until 10am on the next weekday to switch off.

Pressing **8** on the keypad will tell you when the friendly credit runs out and how much credit has been used.

You must top up your credit, including repayment of any friendly and emergency credit before the expiry of the friendly credit period (10am on the next weekday) to ensure that your power is not switched off.

Emergency credit and friendly credit are loans: the next time you top-up your meter, the emergency and friendly credit that you have used will need to be paid back before any top-up is applied to the meter.

Adding Credit to your Meter

Credit can be added to your meter by contacting Cowell Electric and using one of the available payment options, or by visiting a participating shop.

A signal will be sent to your meter and the amount will be added automatically to the balance on your meter.

If your meter is not able to receive the payment signal, you can use the 20 digit transaction number on your receipt to manually top up your meter.

Press **A** to enter vend mode, key in the transaction number using the key pad, then press **B** to confirm. The meter will then show if the entry was accepted or rejected.

Detailed meter instructions can be obtained at www.energymining.sa.gov.au/raes

Meter queries should be directed to Cowell Electric on **1800 485 788** or retail@cowellelectric.com.au