



USER MANUAL

TAKE CHARGE JUST RECHARGE

- EASY CONTROL OF MONTHLY CONSUMPTION
- NO BILLS
- EASY TO USE
- 24x7 RECHARGE CHANNELS
- SAME TARIFF SLABS



Contact Center **1011**



This guideline provides what you need to know about using a prepaid meter to pay for your electricity.



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What You Can Expect From Us?

As a customer with prepaid service , you can expect us to:

- Provide impartial information on the advantage of prepaid.
- Provide a prepaid meter and a home display unit to give you the ability to communicate easily with your meter without the need to get close to the meter itself or a smart meter with remote recharging facility.



3 phase
SABIQ meter



Single phase
SABIQ meter



SABIQ Home
Display Unit

- Fit a prepaid meter and the display unit, if you ask us, provided we can put the meter in a safe and suitable place.
- Provide you with information on procedures, conditions and timescales for removing or re-setting your prepaid meter.
- Provide you with list of outlets where you can buy credit for your prepaid meter if you ask us.
- Give you help or advice if your prepaid meter or payment device is faulty.

Prepaid can also be useful if you are not comfortable to paying your current electricity bills. If this applies to you, here are some other things we can do:

- If you have some un settled bills and you want to move to prepaid, we may offer a settlement agreement towards the debt through the prepaid meter at a rate agreed between you and Nama. We will not disconnect your electricity supply during the settlement period agreement.
- We will give you free advice on how to use electricity and manage your bills more efficiently trying to reduce your electricity bill.
- Nama will give you emergency credit on your prepaid meter that you can use in genuine emergencies and pay back later.
- Tariff slabs are the same for Prepaid and postpaid meters.



What you can do to help!!

As a prepaid customer, you can help us keep your account in order by:

- Buying credit for your prepaid meter at Nama outlets and also at a range of shops and petrol station.
- Putting enough credit into your prepaid meter to cover the cost of your electricity usage, plus any debt repayments –in case any- you agree with Nama upon.
- Letting our agents into your home at your convenient times to check, read, recalibrate or maintain your prepaid meter.
- Ensuring your prepaid meter is not damaged or tampered with any way.
- Calling us right away if you suspect your meter or other equipment has been damaged or tampered.
- Calling us as soon as possible if you think your meter has developed a fault.



Things You Need to Know About “**SABIQ**”

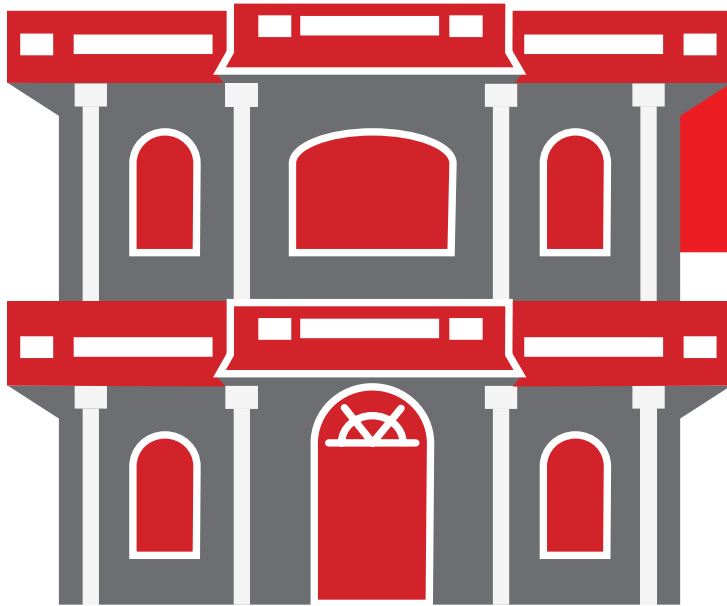
What is prepaid?

- Prepaid lets you pay for your electricity as you go, instead of paying monthly bills.
 - You get a unique account number to you and your meter, which you recharge with credit at any of Nama outlets, and a range of shops and service stations.
 - Many customers find prepaid, makes it easier to budget for their electricity needs alongside other household bills.
- When you credit your meter, you pay for:
 - Your electricity
 - Municipality tax as per the applicable rules
 - A prepaid meter can also be set to collect money from previous un settled bills , at a rate agreed between you and Nama
 - Pay back any credit that has been credited to your account during the genuine emergencies (friendly and/or emergency credit)

What are the advantages and dis-advantages of prepaid?

Some of the advantages of prepaid include:

- Prepaid meter allows you to pay as you go, the same tariff slabs are for postpaid meters.
- Prepaid could help you budget for your electricity and keep track of how much you are spending on electricity.
- Prepaid meter can be set to pay the due bill amounts at a fixed amount each month; if you are having difficulty paying for an electricity bill.
- You will have an emergency credit facility to use in genuine emergencies when you can't get to the shops to buy credit, this can be avoided through calling our call center on the number ☎ 1011 to pinpoint the nearest credit locations to your home.
- You will not suffer from manual meter reading issues such as no monthly reading, average billing, irregular meter reading, not receiving monthly bill,...etc.
- Avoid anyone that could tamper or misuse your meter automatically the meter will be locked; and supply will be disconnected, till Nama team resolves the tampering event, this act is subject to penalties and other proceedings as per applicable laws.
- Availability of recharge outlets 24/7 across Muscat making it easy and convenient to buy vending vouchers.



Moving House?

Remember not to top up more than you need when you are making arrangements to move house. This will avoid unused credit being left on your meter.

The potential disadvantages of prepaid include:

- You need to visit a retail outlet to buy credit and you need to keep your prepaid meter in credit.
- You are likely need to buy more credit in summer – when it is hotter your electricity usage is expected to be higher.
- If you have sight difficulties or other special needs you might find a prepaid meter difficult to use.

How do I get a prepaid meter?

- If you want to have a prepaid meter fitted, simply contact us on ☎101124/7 and we'll arrange a visit to you.
- Apply a request at any of our customer service outlets.
- If it is a new connection same procedure as per the approved connection statement will be followed.
- Nama will supply the prepaid meter at prevailing prices; along with a home display unit.
- If it is a replacement of existing post paid meter you will be asked to settle the dues up to last reading.
- When we fit a prepaid meter, we will make sure there is some 'start up' credit – which need to be paid back later – giving you time to buy credit
- In standard scenarios we install the prepaid meter within 10 working days; however we will keep you notified if any delays that might happen in the installation process.
- If your meter is in an awkward place that makes it difficult for you to read, please tell us. We will look at your meter and see if it is possible to move it to a more suitable place.



What Happens During Installation?

- 1) We will contact you to arrange a suitable appointment to install your prepaid meter & the display unit.
- 2) An authorized contractor will then visit your location, to carry out the work.
- 3) He will show his identity card, check your details and examine your existing meter to decide if it is safe and practical to fit a prepaid meter in the same place.
- 4) Installation usually takes about 45 to 60 minutes, but this can vary depending on the position of your existing meter and the type of meter being installed.
- 5) Contractor needs to access your house to install the display unit or as per your preferences you can instruct to install in an easy accessible location
- 6) Before installing the prepaid meter, the contractor will turn off your electricity supply.
- 7) He will ask you to switch off any sensitive electrical equipment that could be affected by sudden loss of power, such as a personal computer or satellite decoder.
- 8) The contractor will fit the prepaid meter & the display unit following strict safety and quality regulations and your electricity supply will be switched back on.
- 9) The contractor will then carry out some tests to make sure the meter is working properly and show you how to use it.



Operating Your prepaid meter


Where to Buy Credit?

- After your prepaid meter has been installed, you need to go to Nama outlets or an authorized outlet to buy credit to charge your meter
- we will make sure there is some 'start up' credit to enjoy the service – which need to be paid back later – giving you time to buy credit.

You can buy credit for your prepaid meter at a range of local retail outlets, including:

- Nama offices and shopping Mall outlets
- Around 1,250 touch points in most of the convene shops and fuel stations outlets please look for **SABIQ** logo
- If you are not sure where to go, please contact us on ☎ 1011 and we will tell you which outlets are nearest to your home.
- Hand your **prepaid identification card** to customer service representative and ask for the amount of credit you want to buy. **Please note there is a minimum amount of RO 5 for purchasing credit.**
- We recommend that you keep your receipts until you recharge your meter.
- Please notify us on ☎ 1011 24/7 in case of any required assistance regarding your vending code receipt.

Vending Receipt:


نماء
nama
 للتزويد SUPPLY

Account Number :10001001
 DATE :17/12/2013
 TIME :15:40:53
 Transaction Type :Vending token
 Receipt Number :495
 Tariff Category :TT
 PREMISE No :897698471
 METER No :DUMMY002

Sub. N: AHMED SALIM

Vending Code:
 * 01479 74200
 36526 08870 #

Code Value: OR 5.000

Meter Credit Amount(RO): OR 5.000
 Previous Debit(RO) : OR 0.000
 Tax(RO) : OR 0.000

Follow instructions bellow after receiving Token
 اتبع الخطوات التالية بعد الحصول على رقم الشحن المباشر

1. Key in VENDING CODE into your Meter
1. ادخل رقم الشحن في العداد الخاص بك
2. Check your Balance تأكد من رصيدك بعد الشحن
3. For Help Please Call Free Number 1011
3. للمساعدة الرجاء الاتصال على الرقم المجاني 1011

welcome to prepayment
 meters for
 Help

Inform Customer if
 Meter Reading Code
 has to be Sent

Customer Name

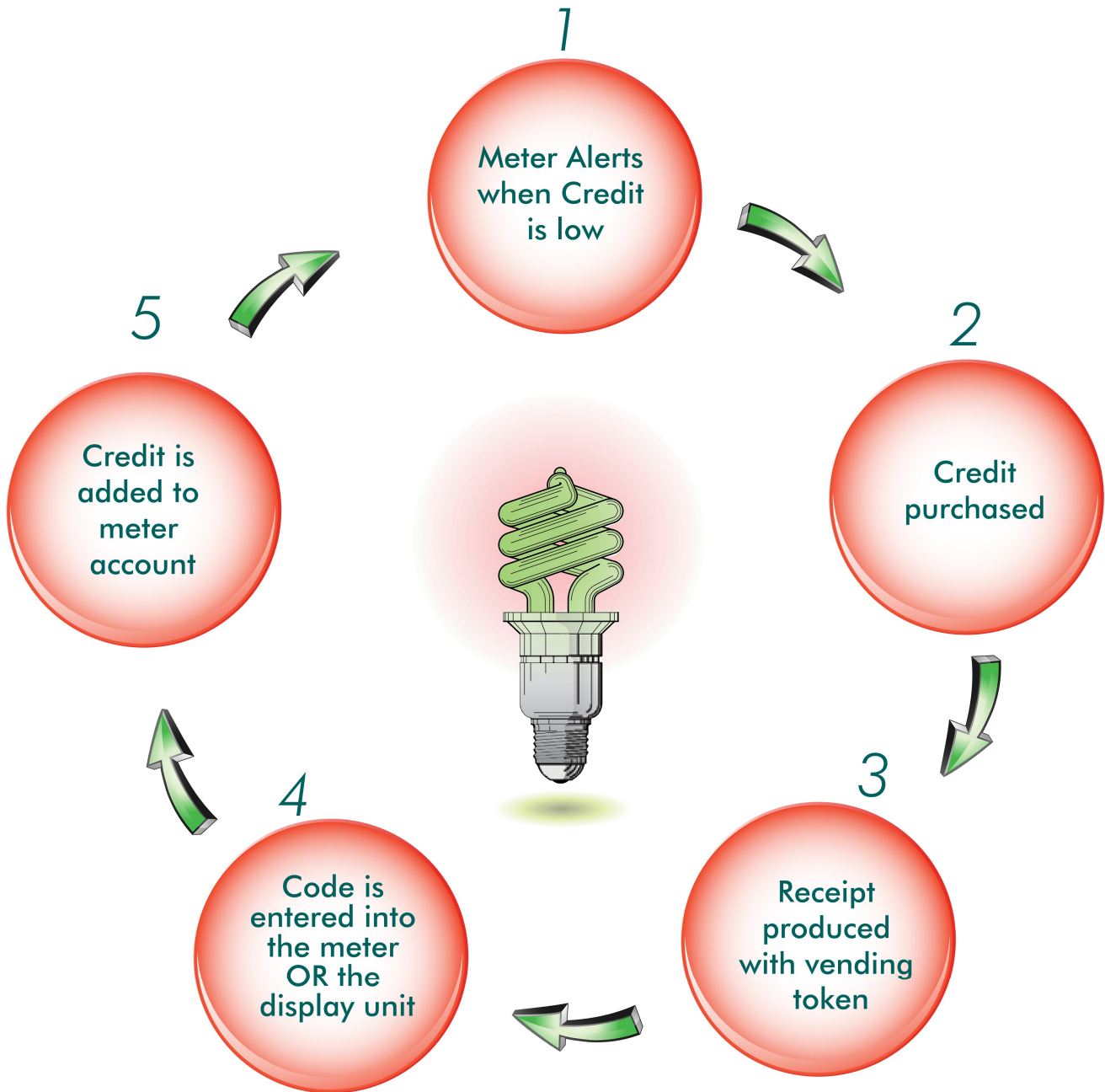
VENDING CODE

Transaction Amount

Recharge breakdown

General Instructions

How to Recharge Your Meter?



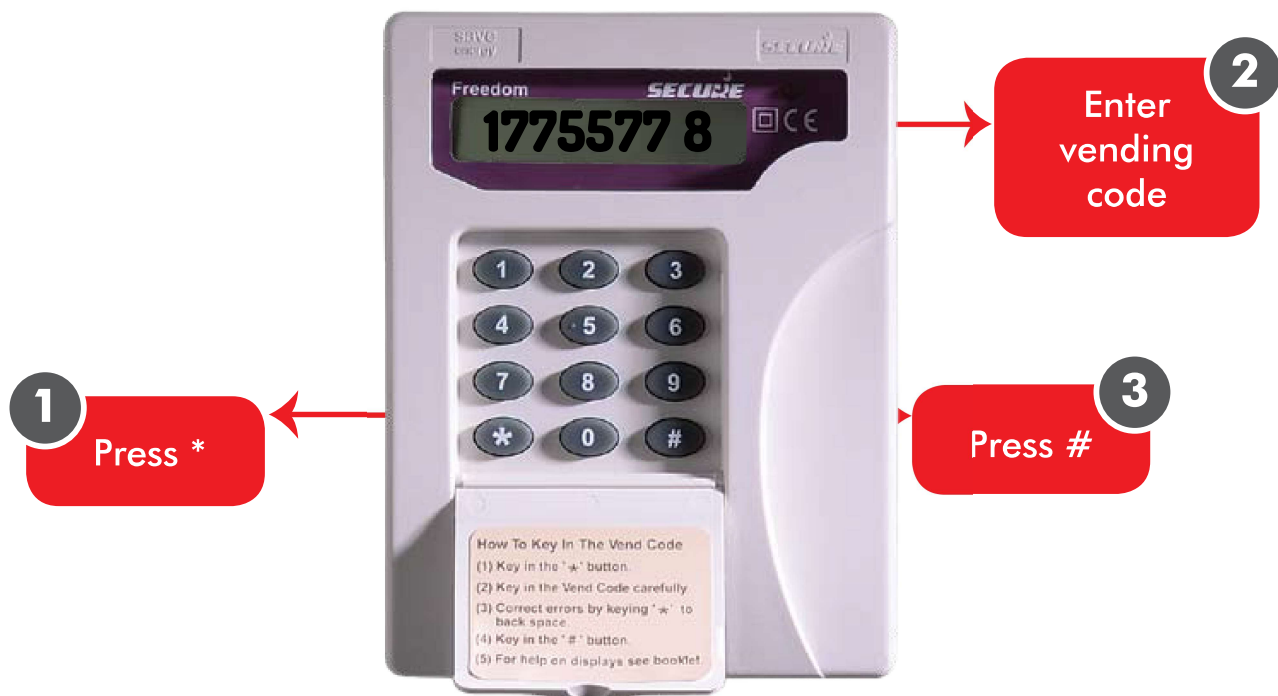
After you have purchased the vend receipt, you need to transfer this to your meter as soon as possible.

Simply by using the home display unit, Press * to begin entering your vending code then press #.

If you enter a wrong digit press the * button to go back.

After entering vend code, again press # to see the amount of credit you are adding to your account and the total amount of credit that is left in the meter.

For security purposes; please make sure that the meter number and/or account number are correct, as the credit you will buy is issued only for your meter and cannot be used for any other meter. (meter specific and not interchangeable).



What should I do if I lose my vend code?

- If you lose your vend code before entering it into the meter, you can call our Customer Service team on ☎ **1011** and we will re-issue the power code to you, free of charge.

OR

- You can visit your nearest supply company office, who will re-issue with your last receipt free of charge.
- Please note that you need to recharge your vending code based on the date and the time stamp available on the token receipt.
 - For Example: if you bought a vending code on Sunday and went to buy another vending code on Tuesday. You need to make sure that you will key in the vending code bought on Sunday first, first issued first used concept.

Meter Messages



You will hear a 'happy' tone.
The top-up amount will appear, followed by 'Account' and the total credit on the meter



you will hear a 'sad' tone followed by one of the fault messages next pages. If this happens wait until the fault message clears and start again



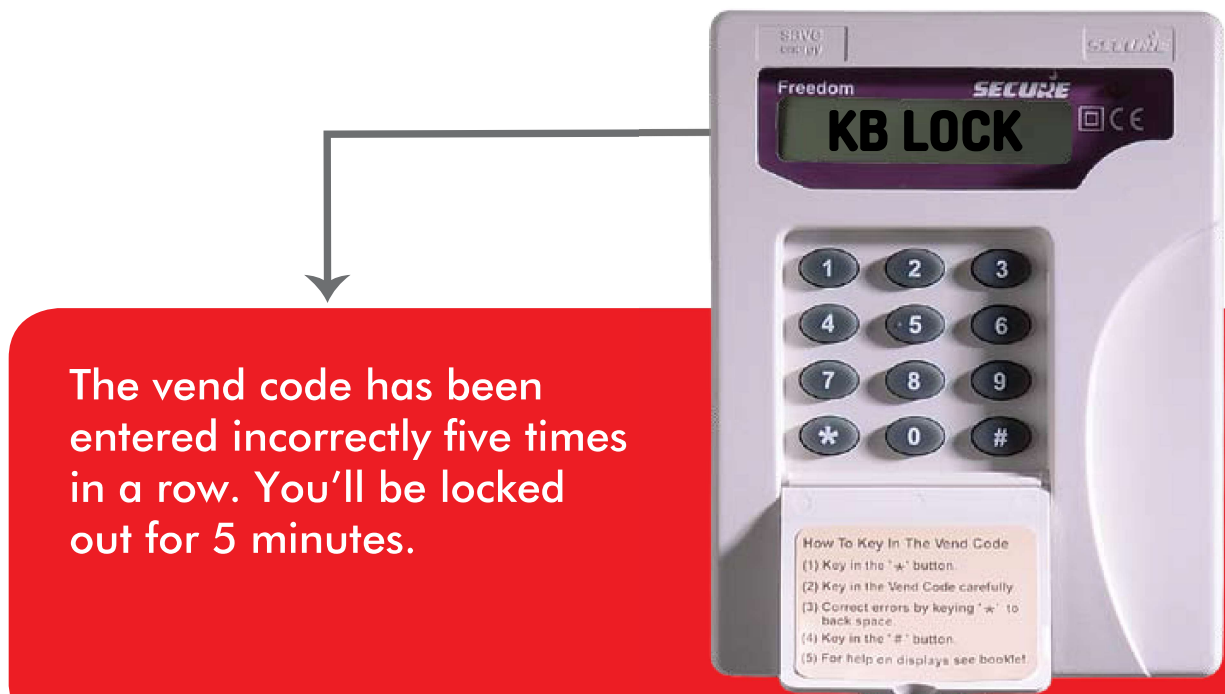
You have entered this vend code before and cannot use it again.



The vend code has been entered incorrectly or is for another meter.



You have missed a number or entered the vend code too slowly.



The vend code has been entered incorrectly five times in a row. You'll be locked out for 5 minutes.



The price of electricity has changed and you must enter the special 40-digit vend code.



You have too much credit on your meter. Wait a few days and try again.

* Maximum credit is 500 R.O.

Credit:

1 Running out of credit?

- When your credit reduces to OMR 2 you will hear a low volume warning sound for two minutes.
- Press the zero button (0) to turn it off.
- The warning sound will be repeated every 30 minutes (but not between 10 pm to 8am) until a button is pressed.

2 Emergency Credit

- You will have an emergency credit facility to use in genuine emergencies when you can't get to the shops to buy credit, this can be avoided through calling our call center on the number 1011, to pinpoint the nearest credit locations to your home.

3 Friendly Credit

- To give you enough time to buy a top-up, 'friendly credit' is given automatically on:
 - Weekdays – if your emergency credit runs out after 3pm, Sunday to Thursday, the supply will stay on until 10am the following day.
 - Weekends – if your emergency credit runs out after 3pm on a Thursday, the supply will stay on until 10am the following Sunday.
 - Public Holidays: friendly credit will be communicated to you when confirmed (Eid Fitr, Hajj, etc...)
- Remember the next time you buy electricity, the amount of emergency credit and friendly credit used will be deducted from your balance.



Special Circumstances

Paying Off unsettled bills through prepaid meters

- A prepaid meter can be set to collect a monthly amount towards any unsettled bills as well as the ongoing costs of the electricity you use.
- When we set the prepaid meter to collect due amounts we will agree on how much you can afford to pay and whether you are paying off other debts.
- If you are paying off due amounts through the prepaid system you will need to make sure you buy enough credit every month to cover the repayment amount as well as ongoing usage. From every recharge an agreed percentage of the amount will be automatically adjusted to un settled bills, the remaining balance will be available as credit for prepaid consumption.

Self-Disconnection

- If you don't buy enough credit to cover the electricity you use, the service charge and repayments towards any debt in case any; your electricity supply will be cut off. This is called 'self-disconnection'. This would be your choice of disconnection with full will and responsibility.
- Please tell us if you are self-disconnecting as we may be able to help you.
- For example:
 - We can tell you about alternative payment schemes.
 - We can give you advice on how you could reduce the amount of energy you use.

We want to avoid cutting off electricity where possible.

Please tell us if:

- You or anyone in your household has a long-term illness or severe disability which means you or they need a constant supply of electricity.
- Anyone in the house is of pensionable age, is chronically sick or has a disability.
- In these cases we will try to make special arrangements for your convenience.



Leaving the prepaid system

Refunds

- Before you leave the prepaid system we will need a final meter reading to balance your account.
- We will tell you whether anything needs to be paid, or if we owe you a refund.
- If you are owed a refund, we normally use this to reduce your next bill. However, if you would like the money refunded to you, please contact us.

Removing the prepaid meter

- If you would like to move to postpaid meter, kindly visit one of our branches for further assistance and we will be happy to help you.



Faults and Emergencies

If your prepaid meter develops a fault, please contact us on ☎ 1011. If your meter is not operating effectively, and affecting your supply, we will arrange a visit to you the soonest.

We want to provide you with the best possible service at all times.

Our contact center is available to help you 24/7 at ☎ 1011

Contact us

However, if you are unhappy with any aspect of our service, please tell us – we will try to put things right.

- You can contact us through the following:

1) Customer Service: ☎ 1011

2) Company branches