



pec utility management (pty) ltd
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 www.pecutilities.co.za

Prepaid Electricity Customer Information

Prepayment tokens are available through the following channels:

- Internet: **pec-ct.payportal.co.za**
 - Only provide your prepaid meter no & amount on above portal
 - Choose your bank, do an EFT and the token is generated

www.paycity.co.za

- Purchases can be made via credit/debit card
- Register by providing your prepaid meter no, cell phone no, email adress etc.
- Choose the 'PEC' option from the list of municipalities

www.prepaid24.co.za

- Purchases can be made via credit/debit card & EFT
- Register by providing your prepaid meter no, cell phone no, email adress etc.
- Choose the 'PEC' option from the list of municipalities

Your closest vending points are:

Any Shoprite / Checkers Please ask for the Private option	Any Pick 'n Pay
Spar	Via all major banks Internet / cellphone banking

Important information to remember:

- You can't purchase electricity at your local municipality.
- When purchasing electricity and you receive this error message:

UNKNOWN METER NO / METER ID INVALID OR METER NOT REGISTERED

It does not mean you meter is NOT REGISTERED and could be that:

- The vendor is not supported by our service provider (Syntell) or
- The system is off-line (In that case try purchasing again later or at a different vendor) or
- The cashier has not tried all the menu options on the terminal.

- Monitor your electricity credit regularly and plan to buy on time. Keep a spare token for emergencies.

For any queries please contact our office - (021) 948 0225 / 082 453 7258 (After-hours)