

FAULT FINDING GUIDE

SUPPORT OPTIONS:

MESSAGE US ON OUR WHATSAPP HELPDESK ON 082 727 8594 - MONDAY TO SUNDAYS (7:00-23:00)

- Our help desk agents will be able to assist you with Livemopay application related queries (Registration process / Top-up queries / Electricity supply status (TBC) / Wallet functionality) and disconnection status queries.
- If you have a more complex query, the help desk agent will escalate the query to the Livewire pre-paid team to give feedback accordingly. (Cost breakdown queries / tariff related queries / meter related queries / Leak notification queries).

E-MAIL THE LIVEWIRE PRE-PAID TEAM DIRECT ON prepaid@livewire.co.za

MONDAYS TO FRIDAYS (07:00-16:00)

- If you need assistance with your wallet account's cost breakdown, tariff detail or any other query you can contact our pre-paid team direct for assistance during business hours.

RESOURCES

- To download a copy of your Newinbosch Livemopay user manual and this "How to" document, visit <https://newinbosch.co.za/welcome-home/>

YOUR LIVEMOPAY UTILITY WALLET:

TOP-UP OPTIONS (SEE YOUR USER MANUAL FOR DETAILED INSTRUCTIONS)

1. Auto EFT. Transfer top-up funds by setting up a beneficiary with relevant recipient reference on your banking application.
2. Top-up funds on your Livemopay application via the Credit / Debit Card Gateway by clicking on the "Buy" tab on the bottom of the screen.
3. If for some reason you struggle to use option 1 or 2 then you can top-up your wallet via a 3rd party vending partners. This includes retail outlets and bank applications.

SINGLE WALLET BALANCE

The wallet system combines the electricity meter and water meter, readings and costs, in one utility wallet. Both these costs are deducted off one wallet balance.

USAGE PROFILE AND COST BREAKDOWN

You can view the following on your Livemopay app:

- i. Usage Profile
- ii. Transaction ledger for a cost breakdown and allocation of both water and electricity costs at the agreed Newinbosch rates for any given period.

ELECTRICAL:

IS YOUR ELECTRICAL METER ON? YES / NO

If the meter has LED activity, i.e. any light is on, it has power.

YES (It confirms that the unit has power supply from the Grid)

- Open your Livemopay application and check if you have sufficient funds in your wallet.

If you have a negative balance top-up your Wallet to be connected.

- If you have a positive balance on your wallet, check your electrical panel for any breakers that might have tripped.
- If your main breaker tripped. Switch off all breakers. Switch on the main breaker and then switch on the other breakers one by one to identify any specific breakers that might be causing the main breaker to trip.
- If your wallet has a positive balance and no breakers are tripped. Contact the help desk.
The help desk agent will check the status of your meter and supply and escalate the problem to the Newinbosch Energy Operational WhatsApp Group for further assistance, if required.

NO (It confirms that the unit does not have power supply from the Grid)

- Does your neighbouring units have power?

If they do not have power supply, it might be a general power outage.

If they have power supply, you might have a power supply problem from the street kiosk to your unit.

Contact the help desk. The help desk agent will escalate the problem to the Newinbosch Energy Operational WhatsApp Group for further assistance.

WATER:

NOTE: WATER METERS CANNOT CUT OFF THE WATER SUPPLY

If you have no water supply, contact your Estate Management Office for further assistance.

POSSIBLE LEAK NOTIFICATIONS

These notifications indicate that there might be a leak on your property. If the water meter reads 24 hours without 1 hour dropping below 2 Liters per hour, it flags a possible leak.

POSSIBLE LEAK NOTIFICATIONS - PROCESS

1. Do some self-checks to ensure that there are no visible or audible leaks like dripping taps or a leaking toilet that might be causing constant flow to be logged.

Please note that the way you use water might also be logged as a low flow leak. For example,

i. If the irrigation is left on for a prolonged period of time.

2. You can also check if the water meter indicates any flow once you have ensured that all outlets are closed. If flow is indicated, further investigation needs to be done.

3. If you do not find any problems and the notifications persist, then you need to contact the Newinbosch plumbers to inspect.

4. Should the Newinbosch plumber not be able to find a leak, but you still receive notifications and your consumption remains high, you should consider appointing a professional leak detection company of your choosing, at your expense, to perform a leak detection analysis using specialized equipment. If the report confirms a leak, the origin and cause of the leak and the responsible party, will have to be determined.

You can negotiate a refund for the cost of the leak detection report with the responsible party, where applicable, once the cause of the leak has been established.

MONTHLY WATER METER HEALTH CHECK

Please assist us in keeping the water meters open and clean by inspecting your water meter monthly.

If it is in your garden, ensure that it is still visible and that the enclosure is clean for the system to be able to connect with your wireless water meter and for the wallet system to update efficiently.