

CIU REFERENCE SHEET: SHORT CODES – DESCRIPTIONS & FUNCTIONS – TROUBLESHOOTING

SHORT CODE	DESCRIPTION & FUNCTION	EXAMPLE
##	Refresh display: The CIU refreshes automatically every hour or you can refresh it manually by pressing the ## to view your current m ³ usage and credit status. The display shows two messages, changing every 10 seconds, with a conditional third message.	Credit / 5,950 m ³
#0#	Prepaid number: to view and write down your prepaid number	31 000 450 200
#1#	Credit available: to view how much paid credit your meter has available	1.980 m ³
Consumption History - how much water do I use?		
#7#	To view how much water you used for the day (past 24 hours)	1,354 m ³
#8#	To view how much water you used for the current month	35, 287 m ³
#9#	Three months average: To view how much water you used on average over the previous three months (*Averages accrue only after three months from post installation)	28,600 m ³
#20#	To view how much water you used last month	30,786 m ³
#21#	To view how much water you used two months ago	31,123 m ³
#22#	To view how much water you used three months ago *	25,777 m ³
Totalizer - how much water do I use for a specific event?		
#10#	Totalizer: Electronic meter reading - how much has been used in grand total	123456 m ³
#54#	Reset user totalizer: To reset your totalizer to 0.000 m ³	0,000 m ³
#53#	User totalizer: To view how much water was used for a specific event / period (e.g. washing machine, gardening)	1,234 m ³
Token and Credit history		
Token history - Monetary value - The CIU keeps a token history of the last 10 tokens entered.		
#30#	To view the most recent token entered (30 = most recent one)	1234567 8901234 567890
#31# - #39#	To view the second most recent token (#31#) through to the tenth most recent token (#39#) entered.	
Credit history - date and cubic meter (m ³) value of respective token		
#40#	To view the amount of the most recent credit loaded (40 = most recent one) & date for respective token	Credit, 10,000 m ³ , 31.01.18
#41# - #49#	To view the second most recent credit loaded (#41#) to the tenth most recent credit loaded (#49#)	
Token #30# = the monetary value & 20 digit number → Credit #40# = cubic metres (m ³) & date of #30# Token		
This pattern continues on from Token #31# through to Token #39# relating to Credit #41# through to Credit #49#		
Locking / Unlocking		
#51#	Lock (close) your meter when you leave your home and unlock (open) it again when you return back home. Press 1 to confirm.	
Press & hold #	Lock the CIU Keypad (Consumer lock): Press & hold # until "LOCKEd" is displayed to lock the CIU Keypad. Press & hold to unlock. (Please note: This DOES NOT affect your meter at all)	LOCKEd / Unlocked
Credit Status - Notifications - Troubleshooting		
CrEdit	You are using your purchased credit	
CrEd LO	Credit running low. Purchase more credit.	
1.980m ³	Remaining credit: 1 (one) m ³ = 1 (one) Kilolitre = 1000 Litres of water (Example for illustration purposes only)	
No CrEd	Credit is depleted and the meter is closed. You will not have access to water. Purchase more credit.	
LEAK	Possible leak on Property	
#11#	To view the leak amount per hour	
Batt LO	Meter battery low. (Not ICU Battery)	
FAILED	When the CIU displays a "FAILED" message, make sure there is no obstruction between your meter and your CIU, for example, a vehicle parked next to your meter. Alternatively, ensure that the CIU and the water meter are within the range of not more than 150m radius of each other. If the problem persists, contact our Customer Contact Centre.	
Err XX	Error present. Report it to our Customer Contact Centre	



Customer Contact Centre: +264 – (0)61 – 290 3777
enquiry@windhoekcc.org.na | www.windhoekcc.org.na



The Gateway to
Endless Opportunities

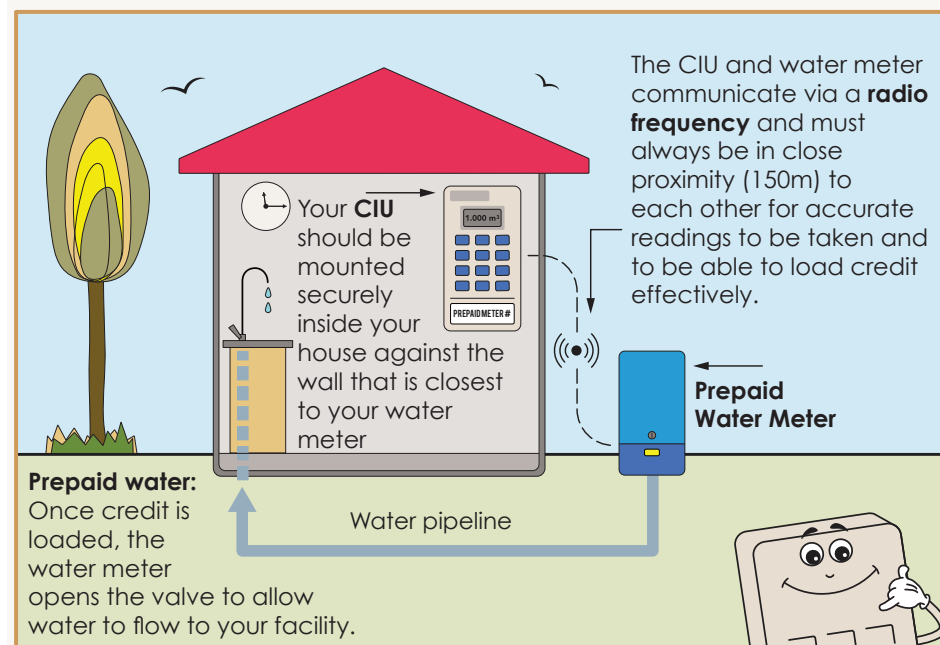
City of Windhoek

Vision: To be a SMART and Caring City by 2022
Department: Infrastructure, Water & Technical Services
Division: Bulkwater & Wastewater Division

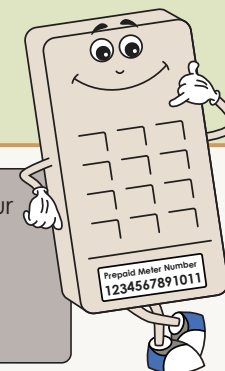


PREPAID WATER METER & Customer Interface Unit - USER GUIDE

The **Prepaid Water Meter** and **Customer Interface Unit (CIU)** help you to manage your water consumption by being in control of your water usage and credit respectively.



If you have any queries or problems, contact our
Customer Contact Centre:
+264 – (0)61 – 290 3777
enquiry@windhoekcc.org.na



What is a CIU?

Your **Customer Interface Unit (CIU)** helps you to manage your water usage and credit on your water meter. It should be mounted securely inside your house against the wall that is closest to your water meter (at least 150m to update itself).

What is my prepaid number?

Your water meter has its own **11 digit prepaid water meter number** (think of it as a water meter "ID" Number). **You will need this number to buy credit tokens** (i.e. to buy water). You can find it on your CIU, as well as on the water meter in the upper left corner as shown below. You can also view your prepaid meter number by pressing **#0#** on your CIU.



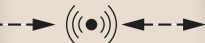
TIP: Save your prepaid meter number on your phone so that you always have it handy!



Customer Interface Unit (CIU)



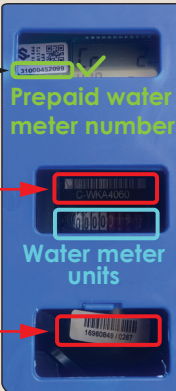
radio frequency



Prepaid meter number

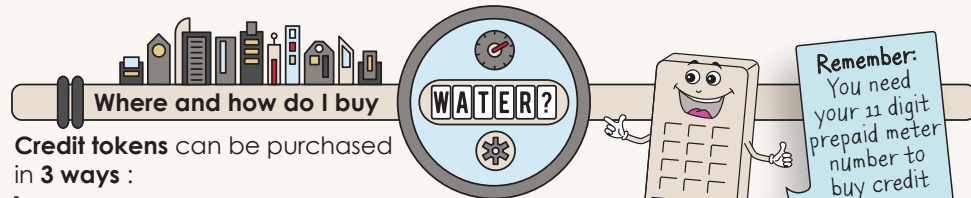
The CIU and prepaid water meter communicate via a **radio frequency** and must always be in close proximity (150m) to each other to be able to function effectively.

Prepaid water meter – Push the slider up to reveal to reveal the prepaid meter number in the left corner



These are **NOT** Prepaid water meter numbers

⌚ Please note: A **CIU replacement fee** will be charged if it is lost or broken.



Where and how do I buy

Credit tokens can be purchased in **3 ways**:

- 1 At the City of Windhoek cash halls
- 2 From external vendors as pointed out to you by the City of Windhoek (Refer to www.windhoekcc.org.na and / or vendors list)
- 3 Via the PayToday App using the 'Pre-paid Electricity & Water' option.



Pre-Paid Electricity & Water
@electricity&water

\$\$ RECEIPT \$\$

Credit tokens come in the form of a 20 digit number printed on your receipt

1234 5678 9009 8765 4320



How do I load my credit token onto my water meter?

Load the credit token number from your receipt directly into the CIU, starting with the first number followed by the rest of the numbers. After the last number is entered, the CIU automatically sends the token to the meter, thereby updating the credit status. The CIU responds with a message if the token was accepted or not.

What if my token number does not work?

Make sure the prepaid meter number on the receipt is the same as on your CIU. You cannot load credit from another meter. Refer to the messages as shown here on the right for possible messages / errors returned by your CIU.

What if there is an error message on my CIU?

If the CIU returns an error code when you enter your token number, contact our Customer Contact Centre and provide them with the error code.

CIU TOKEN MESSAGES

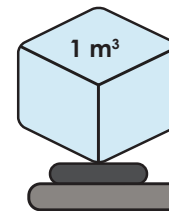
ACCEPT – Credit loaded successfully, followed by the purchased credit in m³

INVALID – Token number entered incorrectly. Re-try.

USED – Token number already used

Err XX – Write down the error code and contact the **Customer**

Contact Centre at (0)61 290 3777



How much water do I get for my credit?

The credit available on your meter is displayed in **cubic metres (m³)**.

1 m³ equals to 1 Kilolitre or 1000 Litres

1 m³ = 1 KL (= 1000 Litres)







If the credit on your meter displays for example '5.321m³' this means you have 5.321 Kilolitres or 5321 Litres of water. (5.321m³ = 5.321KL or 5321L)



If you buy credit, for example for N\$10.00, the vendor calculates how much water (m³) you will get, based on the current water tariff

What other information does the CIU display?

Water leak: Check the  (leak) icon on the CIU for possible leaks on your property. Press **#11#** to view the leak amount per hour. Once the leak is repaired, the  (leak) icon disappears the following day. Alternatively, lock your meter when you leave your home. (**#51#** close/open)

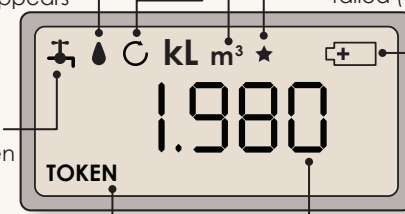
Valve open: If the  (water tap) icon is displayed on your CIU, then you have credit and the meter is open. If the  (water tap) icon is not displayed, your valve is closed because your meter may be locked or you have depleted the credit on your meter or check for a possible water interruption in the neighbourhood.

Water is flowing through the meter

Cubic metres indicator

Communications with meter failed (CIU not in close proximity with water meter)

Battery Low – The CIU battery is powered by two AA size alkaline batteries. If the CIU does not switch on, replace the batteries. (Available from any shop)



Credit token being entered

Available credit
1.980m³ = 1980Litres

