



A vibrant City and the Energy Hub



PAYMENT / VENDING OPTIONS – where and how can I purchase / top-up my smart wallet

1. THIRD PARTY CHANNELS

You can purchase electricity through the following channels using your meter serial number

- Retail / Supermarkets (Mogol Superspar, Checkers, OK Express, etc.)
- Petrol Stations (Mogol Sasol, Elegant Fuel, Bosveld Convenience Centre Engen)
- The “pay/buy electricity” option on your bank app
- The “buy” option on your Livemopay app.



Please refer to the full list of outlets where electricity can be purchased.

2. CREDIT / DEBIT CARD GATEWAY

On the mobile application there is a Buy tab at the bottom which can be used to purchase electricity directly on your mobile phone. You can also purchase electricity from the following website.



Revenue Office | Lephalale Municipality
c/o Joe Slove and Douwater Avenue,
Onverwacht, Lephalale, 0557
Private Bag X136, Lephalale, 0555
or

Contact Enquiries Desk between 8am and 4pm on weekdays Office:
014 762 1534 / 1556



Should additional assistance be required, please visit us at our offices:

Liwewire | Lephalale Office
Shop 1, Cnr Douwater Road, Walter Sisulu Dr,
Onverwacht, Lephalale, 0557
<https://goo.gl/maps/kxb4P3iqCmX9vdYt8>
or

Contact our Utility Support Team between 8am and 4pm on weekdays on **087 711 2991**
Mondays to Fridays
Or
Email: prepaid@liwire.co.za
or

on the WhatsApp Support Number **082 727 8594**

AUTO EFT OPTION

The Auto EFT option is available 24/7 and can also be used to purchase electricity at any time from your mobile banking application or your online banking channel. This method is the preferred method to purchase electricity.

Please note that these exact steps must be followed for the Auto EFT option to successfully work.



1. Create a new recipient called PREPAID ELECTRICITY ACCOUNT

- **LEPHALALE LOCAL MUNICIPALITY**
- **ACCOUNT NAME: PREPAID ELECTRICITY ACCOUNT**
- **ABSA ACCOUNT NUMBER: 40-9748-4845**
- **ACCOUNT TYPE: CHEQUE**
- **BRANCH CODE: 632005**
- **REFERENCE NUMBER: METER SERIAL NUMBER**

2. Add your meter serial number as the recipient reference - This step is very important for your EFT to be automatically processed. Please make sure that the meter number is the recipient reference. Make sure it is only the meter serial number and nothing else in the recipient field. It should be only the meter serial number as provider by your utility or service provider and it should be entered without any spaces or additional information.
3. Send a proof of payment - For the automated process to work you have to e-mail the proof of payment as a PDF document directly from the bank. Please make sure that you added a proof of payment method to e-mail the proof of payment to the following e-mail address - eft@liwire.co.za

NB: For the automatic processing to work the following is very important!

1. The amount must be paid into the correct bank account.
2. The recipient reference must be your meter number and your meter number only.
3. The Proof of payment must be e-mailed to eft@liwire.co.za

If any of the steps above is wrong your eft will not be automatically processed. Keep in mind that if manual loading needs to happen in the scenario where one of the steps above was not followed it can take up to 24 hours for the Support Centre to attend to your query.