HOW TO RECHARGE & TOP UP:
PREPAID & WALLET

➢ **PREPAID METERING APP & WEBPORTAL**

Step 1

Basic preparation:

- Ensure your registration documents was sent to Top Charge for processing.
- If so, you should have received a username and password.
- If not, please contact our office to arrange registration with username and password.

Step 2

Go to smart application or web portal:

- Visit your favorite app store and download the Urbion smart application:
- Alternatively, go to: https://topcharge.urbtec.co.za/LoginView.aspx
- Note that both the above options are available, offer the same functionality and are free to access.
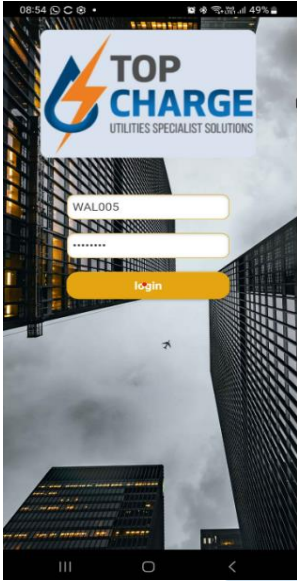
Urbion Logo

Step 3

Login:

- When on the login screen, use your Top Charge supplied username and password.
- This will take you to the home screen where you will have several options

Step 4

You're logged in!
❑ Click on the Prepaid or Wallet icon/block, then your will see your consumption graph.

Some of the features available:
❑ Accessible through mobile App or Web Portal
❑ Balance Confirmation
❑ Status Confirmation: Running or Disconnected
❑ Toggle between utilities; i.e electricity, cold water, hot water…
❑ Recharge Button: PayFast
❑ Consumption Graphs for kWh, KVA and R-value
❑ Toggle to view graphs in increments of Daily, Weekly, Monthly or Yearly.
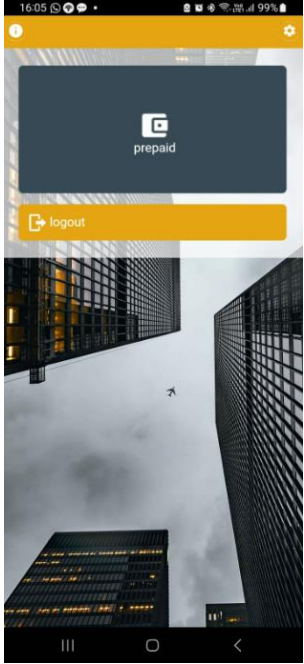
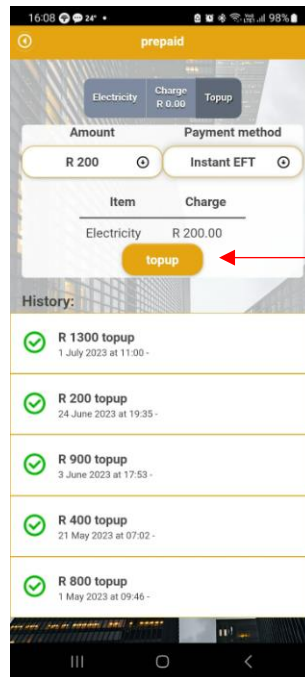**Step 5**

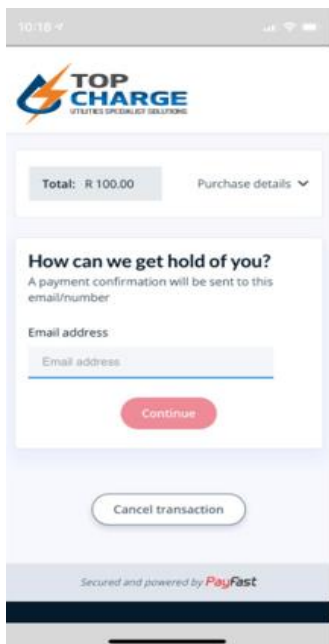- To Topup, click the Topup button:

Step 6

- Chose amount to be transferred.
- Chose payment method.
- Chose Topup

- This last step will divert you to our payment gateway: Pay Fast.
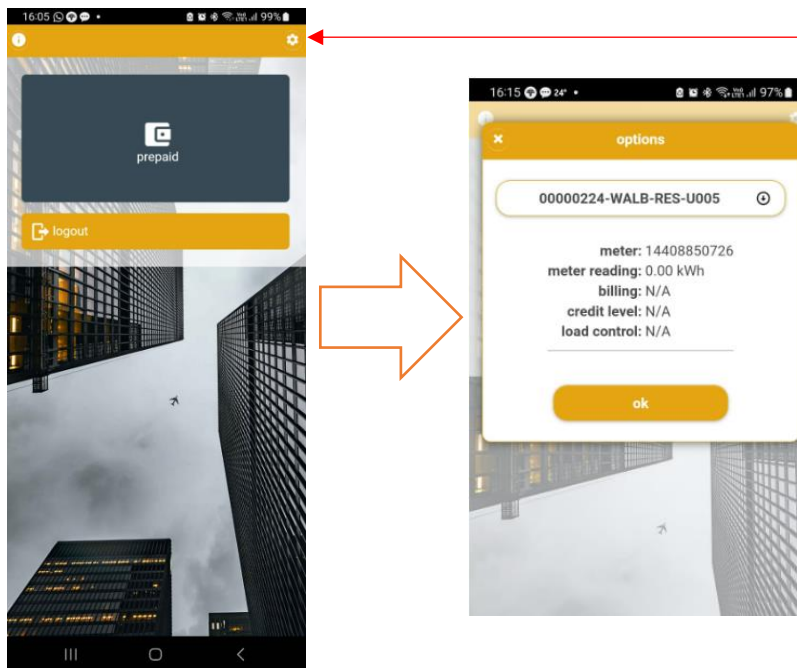- Follow the easy steps to finalize transaction.

Step 7

➤ **PREPAID** METERING **PREPAID TOKENS & POINT OF SALE**

❖ **How to find your meter number on your smart application:**
On our Smart Application login, click on the gear button in the top right-hand corner:

⌘ **How to find your meter number on the web portal:**
Copy our mobi-app link into our web browser:
Use your normal login username and password to gain access and follow the same instructions as above.

❖ **Buying a prepaid Voucher/Token from a point of sale (PoS):**
A Prepaid voucher/token is purchased from an electricity vendor such as Shoprite, Pick 'n Pay, Spar, Engen, Shell garage and is then redeemed using your mobile phone.

Please follow the easy steps below to redeem a Prepaid voucher/token.
1. Visit a point of sale (PoS) station and ask for Prepaid, quoting your meter number.
   (See above notes on how to obtain your meter number.)
2. After your purchase, the token will be loaded on your meter automatically within a couple of minutes.
3. You can check your balance on our smart app or web portal.

PLEASE TAKE NOTE

You must always ensure that when you redeem your Prepaid voucher/token, you use the correct meter number. Once a voucher/token has been redeemed, the sale is final. Meter numbers that were incorrectly submitted cannot be reversed and you will not be refunded.

Should there be any service charges allocated to your meter, note that this will automatically be deducted from your Prepaid purchase