

**WHO DO I CALL IF I WANT TO TALK TO SOMEONE ABOUT MY PRE-PAID METER?**

Our friendly Customer Service Representatives (CSRs) are standing by 24/7 at 888-CALLJPS (225-5577) / 888-935-5577 and are eager to assist you with any Pay As You Go meter support you may need.

**WHAT IF THE PREMISES I MOVE INTO ALREADY HAS A PRE-PAID METER?**

If there is an existing PAYG meter on the premises, it is our hope that you would give the service a try. Simply indicate to the JPS representative that you would like to try the service when processing your new contract.

**WHAT IF I AM A PRE-PAID CUSTOMER AND I AM CHANGING LOCATIONS?**

Once your new location can accommodate a PAYG meter we will install the service. Your JPS customer number remains the same. When you sign your new contract, your old account at the previous premises will be closed and you will be assigned a new Pre-paid account number.

**WHAT IF PAY AS YOU GO IS NOT FOR ME?**

98% of our prepaid customers who switched have retained their service and are generally satisfied with the service. If the PAYG service does not suit your needs, it is free to switch back to Post-paid service within the first 12 months.

**HOW DOES YOUR PREPAID METER WORK?**

- Your prepaid meter on the outside communicates with your Customer Interface Unit (CIU) inside your house
- Once you purchase your voucher, enter the 20-digit voucher on your keypad and press ENTER. If you have a Hexing meter, before you begin, you must plug your CIU into an outlet inside your own house, even if you have no power.
- Your kilowatt hour available displays on the meter
- If you have a Hexing prepaid meter, you may query your account at any time to monitor your usage, using the following codes:
  - 800 + ENTER - provides your meter reading
  - 801 + ENTER - provides the # of kWh available for use
  - 804 + ENTER - provides your meter number
  - 813 + ENTER - provides you with last 24hrs usage
  - 814 + ENTER - provides you with present months' usage

**There are so many convenient ways to top up your Pre-paid Meter**



**AT GO POINT-OF-SALE LOCATIONS**

- Purchase \$300, \$500, \$1000 or \$2000 PAYG credit at any GO point-of-sale vendor
- You will then receive a printed GO voucher with top up instructions and a unique 12-digit code from the cashier
- IMMEDIATELY follow the instructions to text your PAYG account number (P0000\*\*\*\*) and the 12-digit GO voucher number to any of the mobile numbers provided
- You will receive a text message with your 20-digit PAYG voucher number
- Enter the unique code on your customer interface unit (CIU) when you get home

**Bill Express**  
The bill payment place from **GracoKennedy** (Electric Utilities)

**AT BILL EXPRESS:**

- Provide the account number and the name on the account to the Bill Express Agent and present payment
- Receive a printed voucher with a unique 20-digit PAYG code from the cashier and a text message with the voucher number
- Punch the unique code on your customer interface unit (CIU) when you get home.

\*\*If you are making payment only for an advance received, you will receive a receipt but no voucher number will be included.

**SKIP THE LINES AND GO ONLINE**

- Visit [www.myjpsco.com](http://www.myjpsco.com) and register your pre-paid account for bill payment
- Enter your customer number, premises number and email address, then follow the instructions to register your credit card
- Once you have registered you may begin the process of purchasing pre-paid electricity
- Enter the amount you want to purchase and follow the instructions to complete the process
- Once completed, you will receive a text message (and an email message) with your 20-digit PAYG voucher number
- Enter the unique 20-digit voucher number on your customer interface unit (CIU) at home

**That's it!**  
The total power available will be immediately reflected on your display unit!  
For faster service, please have your unique PAYG Account Number ready when going to buy credit and remember to check your receipt to ensure that the information is accurate.  
**\*Coming Soon: MyJPS Mobile Top-Up**

PAYG Account #:

**PRE-PAID Metering:  
An easier way to lower your electricity costs.**

NO BILLS. NO DISCONNECTIONS. AVAILABLE ISLANDWIDE.

**JPS | Powering What Matters**



**WHY CHOOSE A PAY AS YOU GO METER?**

Prepaid metering also known as Pay As You Go (PAYG) is one way that JPS is helping our residential (Rate 10) and small commercial (Rate 20) customers to manage their energy consumption. You asked for choices and with your PAYG meter you literally control how much you pay

**WHAT ARE THE BENEFITS OF CHOOSING OR SWITCHING TO A PRE-PAID METER?**

- No bills!
- No reconnection fees!
- Payment flexibility - Top up when you want with how much you want.
- Convenient and easy top-up!
- No Deposit required!
- Monitor and control how much electricity you use at any time.



**There's an easier way to lower your electricity costs**

You could spend 35-50% less on electricity

**CAN ANY JPS CUSTOMER SWITCH TO A PAY AS YOU GO METER?**

PAYG meters are available to JPS Home (Residential) and JPS Business (Small Commercial Rate 20) customers islandwide. Customers in areas served by the RAMI system and customers whose meters are more than 300 feet from the building may not be eligible for a Pre-paid meter at this time.

**DO I HAVE TO CHANGE MY METER TO MAKE THE SWITCH TO PAY AS YOU GO METERING?**

Most customers will require a new meter. Customers recently upgraded to a Smart Meter will soon be able to enjoy the flexibility of Post-paid or PAYG service without a meter change.

**SOMETIMES I NEED A LIGHT BILL AS PROOF OF ADDRESS. WHAT WOULD I DO IF I GO ON PAY AS YOU GO?**

As a PAYG customer you will NOT receive monthly bills. However, you can request a copy of your PAYG statement from any JPS office, which can be used as proof of address.

**HOW DO I CHANGE FROM POST-PAID TO PAY AS YOU GO METERING?**

STEP 1	Visit any JPS office, go online to <a href="http://www.myjpsco.com">www.myjpsco.com</a> or contact our Customer Care Centre (888-225-5577 / 888-935-5577) and request the change.
STEP 2	A technician will visit your premises and conduct an assessment to verify that you can receive the service.
STEP 3	Once you are verified, your existing Post-paid account will be converted to a Pre-paid account. Your meter is then installed with 5KWh free.

**AM I LIKELY TO ENCOUNTER AN INTERRUPTION IN SERVICE WHEN I MAKE THE SWITCH FROM POST-PAID TO PRE-PAID?**

It can take as little as 20 minutes to replace the old meter. During this time, your service will be briefly interrupted. Total installation time will depend on the layout of your premises and the distance between the meter and the building.

**WHERE DO I PURCHASE CREDIT FOR MY PRE-PAID METER?**

Credit can be purchased at any of our fifteen parish offices, online at [www.myjpsco.com](http://www.myjpsco.com), or at over 150 participating Bill Express locations across Jamaica. Customers may also use point-of-sale top ups via GO terminals. At Bill Express you will need to provide your account number starting P000. Once you purchase or redeem your voucher you will receive a text message with the voucher information

**CAN MY PRE-PAID METER RUN OUT OF CREDIT WITHOUT WARNING IN THE MIDDLE OF THE NIGHT OR ON A WEEKEND?**

There is no risk of running out of credit without warning. The meter alerts you when you have 5KWh remaining - approximately 1 days' worth of electricity for an average household, providing ample time to top up your account. With the unit plugged in or connected, simply enter your 20-digit voucher and the power should return. If you are still out of power, call JPS at 888-225-5577/888-935-5577 for assistance

**WHAT HAPPENS IF I RUN OUT OF CREDIT AND I NEED TO TOP UP?**

No problem! Just call our Customer Care Centre at our toll free number (888-225-5577/888-935-5577) and we will extend a \$500 advance to you. The value of the advance will be deducted from your next top up.



**Get a real time view of your electricity usage**

**WHAT IF I LOSE MY VOUCHER?**

The JPS prepaid system offers security. Your voucher can only be used on YOUR meter. If you lose your voucher, no one can use it. Call JPS at 888-225-5577/888-935-5577 for assistance and we will provide your voucher number

**HOW AM I CHARGED FOR PREPAID ELECTRICITY?**

Each month, Rate 10 prepaid customers purchase their first 114 Kwh at the Energy 1st rate, and Rate 20 purchase their first 10kwh at the Energy 1st rate. All purchases thereafter purchased within the month, at the Energy Next rate. Rates may vary each month depending on changes in the fuel price or the foreign exchange rate. GCT may apply!

# Pre-paid electricity is a **Sweet** deal...



## See who's switching to a JPS Pay As You Go meter



**I run a multi-purpose facility** - now each user can top up when using the facility and you don't have to get stuck with a light bill



**I operate a villa or short stay rental** - when renters are responsible for their own consumption, they use less. Now you can relax while they do



**I run a small business** - monitor how much energy you use to help keep your overheads down



**I'm a Landlord** - never get stuck with your tenant's unpaid light bill again



**I'm not always home** - top up your electricity only when you need it



**I share a dwelling** - now you can know exactly what you use and never pay for what you don't



**I'm on a budget** - no more surprise bills. See what you use in real time and stay on top of your energy usage



**Payday is nowhere near my bill due date** - never worry about disconnection if you run out of funds before the bill is due



**I get paid irregularly** - never miss another due date. Now you top up whenever you want

Switch to PAYG! Call 1-888-CALLJPS or visit [myjpsco.com](http://myjpsco.com)

