

PREPAID ELECTRICITY FREQUENTLY ASKED QUESTIONS

QUESTIONS	ANSWERS
What is prepaid electricity?	Product offered by BotswanaPost on behalf of Botswana Power Corporation
What is required when purchasing electricity?	Customer Meter Number
Which channels can one use to purchase prepaid electricity	<ol style="list-style-type: none"> 1. Self-Service Channels <ol style="list-style-type: none"> a. PosoOnline - e-Services website b. PosoMoney - Mobile Money Wallet c. PosoApp - Mobile Application 2. Over-the-Counter <ol style="list-style-type: none"> a. Across all 127 postal branches nationwide b. 15 Sefalana Kiosks 3. Vendors <ol style="list-style-type: none"> a. Mobile Vend Service available nationwide on tuck-shops, retailers and shops b. First National Bank Botswana <ol style="list-style-type: none"> i. Over-the-Counter ii. Online Banking iii. Mobile App iv. USD v. E-Wallet c. Barclays Botswana <ol style="list-style-type: none"> i. Over-the-Counter ii. Online Banking iii. Mobile App iv. USD d. Botswana Building Society <ol style="list-style-type: none"> i. Over-the-Counter ii. Online Banking iii. Mobile App iv. USD e. Orange Money <ol style="list-style-type: none"> i. USD ii. Mobile App f. BTC Smega <ol style="list-style-type: none"> i. USD ii. Mobile App
What are the operating hours of each channel	<ol style="list-style-type: none"> 1. Self-Service Channels - 24 hour service 2. Over-the-Counter - Postal branch operating times 3. Vendors - Varies according to type of vendor and channel used
Can I buy for any meter number?	Yes, as long as the meter number is not blocked or have technical issues
How does one go about to buying electricity?	<p>Each channel has its own customer journey and uses either cash or card-based options;</p> <ol style="list-style-type: none"> 1. Self-Service Channels - 24 hour service <ol style="list-style-type: none"> a. Card-based and / or b. Mobile money depending on the channel used 2. Over-the-Counter - Postal branch operating times <ol style="list-style-type: none"> a. Card-based and / or b. Cash 3. Vendors - Varies according to type of vendor and channel used <ol style="list-style-type: none"> a. Card-based and / or b. Mobile money depending on the channel used
Is there a charge for buying electricity	<p>Each channel has its own set convenience fee</p> <ol style="list-style-type: none"> 1. Self-Service Channels; <ol style="list-style-type: none"> a. PosoOnline - P 4.50 b. PosoMoney - P 3.00 c. PosoApp - P 4.50

	<ol style="list-style-type: none">2. Over-the-Counter - Free3. Vendors - Free for Mobile Vend while others have a standard set charge												
What is the minimum and maximum purchase amounts	<table border="1"><thead><tr><th>Channel</th><th>Minima</th><th>Maxima</th></tr></thead><tbody><tr><td>Self-Service</td><td>P20</td><td>P5000</td></tr><tr><td>Over-the-Counter</td><td>P10</td><td>P5000</td></tr><tr><td>Vendors</td><td>P20</td><td>Varies</td></tr></tbody></table>	Channel	Minima	Maxima	Self-Service	P20	P5000	Over-the-Counter	P10	P5000	Vendors	P20	Varies
Channel	Minima	Maxima											
Self-Service	P20	P5000											
Over-the-Counter	P10	P5000											
Vendors	P20	Varies											
When does a customer opt for a refund?	<p>Refund scenarios</p> <ol style="list-style-type: none">1. Failed transaction leading to debit of customer account but no token generation2. Duplicate transactions leading to more than one token number <p>Customer have an option to opt for a token re-generation if they don't want a refund.</p>												
For any other information regarding refunds and enquiries, who can I contact?	<p>Customer to;</p> <ol style="list-style-type: none">I. Visit the nearest post office and provide the purchase detailsII. Call customer center at +267 3911473 or 0800335577												