

Operating Instructions for Chip Card Meter

Before installing the meter, our staff will calculate the amount to be paid daily to cover repayment of old debt and the cost of ongoing electricity use and will upload this amount on the card in advance. Once the chip card meter is installed you will receive from our technician the chip card including the initial credit balance for one daily rate.

Using case examples (in this example, the daily standing charge is 5.00 euros), we have set out the individual steps for you:



➤ The meter is replaced by our technician. Next, you insert the chip card in the slot provided for it in the card reader on the meter.



➤ The current credit balance on the card will be shown on the display and will be transferred to the meter. The card can then be removed.

Note:

If for example the meter is installed at 8.30 a.m. and activated by the service card, the daily standing charge will be deducted from the credit in the meter after 24 hours.

Example after 48 hours:



➤ Please note that the daily standing charge will also be collected by the meter even when the credit in the meter account has been used up.

Note:

The meter will switch off the next day (after 72 hours) at 8.30 a.m!

Example after 72 hours:



➤ If you do not top up the card ahead of time, the meter will switch off and the daily standing charge will continue to be collected, as the old debt is also paid down with the daily standing charge; in other words, as a type of instalment payment. This instalment must also be paid even when no electricity is used. When this happens, the credit account in the meter will carry a minus balance.

Example after 96 hours:



Example after the chip card is topped up with 15.00 euros:



- ▶ Please come to the customer centre on the same day to top up the chip card with funds.
- ▶ You should bring enough money for topping up the card to cover the deficit and the future standing daily charges.
- ▶ Next, insert the chip card into the slot in the card reader on the meter. The entire amount will be automatically transferred to the meter.
- ▶ In this way, the credit balance will be paid into the meter from the card.
- ▶ First, the €5.00 owed will be paid off, leaving a credit of €10.00.
- ▶ This will be enough for the next 48 hours.
- ▶ If in the meantime you want to know how much credit is still in the meter, put the card into the slot on the meter and the remaining credit will be shown on the display.
- ▶ To prevent the meter switching off, top up your chip card ahead of time at our customer centre.

Legal basis

- ▶ Section 14 (3) of the Regulation for General Terms of Use for Basic Supply to Household Customers and Auxiliary Supply of Electricity in Low-Voltage Networks (Basic Electricity Supply Regulation/StromGVV) stipulates that the electricity provider may install a chip card meter instead of requiring prepayment.
- ▶ Stadtwerke Schwäbisch Hall GmbH Supplementary Terms and Conditions to the Strom GVV (point 3: Advance Payment and Prepayment Systems, Section 14 StromGVV, Annex 1, Price Sheet for StromGVV; Point II)

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Opening hours:

Monday to Friday: 8.00 a.m. to 5 p.m.