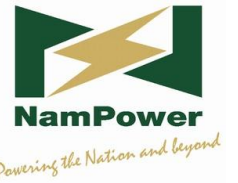


Customer **GUIDE** to:



NamPower Customer Online Service



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INTRODUCTION

NamPower has introduced a Customer Online Service or Customer e-Service facility (*for free*), whereby customers can go online and view their invoices and make payments among others. Customers have to register before they can start using the online service. All facilities available on the Customer Online Service are explained in this guide.

The screenshot below of the Customer Online Service homepage shows all the services available.


Customer Online Service

User name: 2RAPHY Name: [Redacted] Business partner number: [Redacted] Account No: 28-02

- Home
- View open items
- View payments
- View account statements
- View invoices
- Enter meter reading
- Contract overview
- Register additional contract account
- Online history
- Change communication data
- Change password
- Customer enquiry


NamPower Customer Online Service

NamPower Online Service gives you an overview of various services as listed on the left of this screen. Quick links below allow you to quickly enter meter readings and send us your queries.



My meter reading
Record your meter readings instead of calling them in.

[Meter reading](#)



My enquiry
If you have any query, please do not hesitate to contact us.

[Customer inquiry](#)

The information bar


Customer Online Service

User name: 2RAPHY Name: [Redacted] Business partner number: [Redacted] Account No: 28-02

- Home
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Record your meter readings instead of calling them in.

[Meter reading](#)



My enquiry
If you have any query, please do not hesitate to contact us.

[Customer inquiry](#)

A list of the online services available

A quick link to record your meter readings and to send any enquiries you may have.

HOMEPAGE

view open items

- View all your invoices and open payments or credits (*when your account is in **CREDIT**, it will show where this is originating from*)

PAYABLE ON	DESCRIPTION	CREDIT	DEBIT	BALANCE	STATUS
Oct 14, 2013	Invoicing		NAD 3,770.63	NAD 3,770.63	
Jun 16, 2014	Invoicing		NAD 28,642.45	NAD 32,413.08	
Jul 14, 2014	Invoicing		NAD 4,442.67	NAD 36,855.75	
Aug 14, 2014	Invoicing		NAD 4,377.42	NAD 41,233.17	
TOTAL AMOUNT			NAD 41,233.17		



view payments

- View your last 12 payments. The latest payment made will be top on the list.

DESCRIPTION	PAYMENT DATE	AMOUNT
Payment Lot	Aug 5, 2013	NAD 6,153.31
Payment Lot	May 13, 2013	NAD 3,232.24
Payment Lot	Feb 27, 2013	NAD 5,129.84
Payment Lot	Dec 14, 2012	NAD 2,938.11
Payment Lot	Sep 27, 2012	NAD 6,090.69
Payment Lot	Jun 13, 2012	NAD 3,689.07
Payment Lot	Apr 11, 2012	NAD 2,000.43
Payment Lot	Jan 25, 2012	NAD 2,105.85
Payment Lot	Nov 28, 2011	NAD 2,140.71
Manual Check Payment	Sep 26, 2011	NAD 3,830.14
Payment Lot	Jun 15, 2011	NAD 979.93
Payment Lot	May 16, 2011	NAD 976.28
SUM		NAD 39,266.60

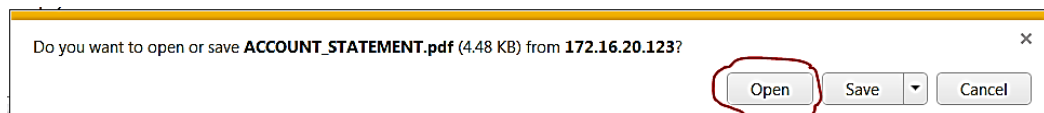
view account statements

- ➔ View up to 50 of your last account statements which can be downloaded by clicking on the **PDF icon** and printed if needed.

DATE	TIME	DATE OF ISSUE	DESCRIPTION	
2014-06-17	16:27:12	2014-06-17	Account Statement	
2014-07-31	17:34:49	2014-07-31	Account Statement	

PDF icon

- ➔ When downloading the PDF document, the screen as shown below will appear and give you the option to **OPEN**, save or cancel the download.




- ➔ If you choose to open the document, the statement will then be displayed, as shown below:







PO BOX PIONIERSPARK				Supply Point Number: Supply Point: Page 1 of 1
Referral: Vries Irene NAMPOWER CENTRE - DEBTORS SECTION				
17-JUN-14		0.00	0.00	1,710.00
Opening balance as at 17-Jun-14				3,279.63
500000127217	31-Oct-13	Consumption billing receivable		1,767.43
Ending balance as at 17-Jun-14				5,047.06

view invoices

- ➔ View your invoices/transactions according to different time frames, such as in the current year, last year, etc.

Invoice period	
My invoices in period:	Current year 

- ➔ You can also download them by clicking on the **PDF icon** and print them if necessary.

DESCRIPTION	DUE DATE	INVOICE AMOUNT	OPEN AMOUNT	DOWNLOAD
Invoicing 1	Jun 16, 2014	NAD 38,684.80	NAD 38,684.80	 PDF icon
Reversal incorrect invoicing 2	Jun 16, 2014	NAD 38,684.80	NAD 0.00	
Invoicing (cancelled) 3	Jun 16, 2014	NAD 38,684.80	NAD 0.00	
Invoicing	Jan 14, 2014	NAD 23,077.16	NAD 23,077.16	
Reversal incorrect invoicing	Jan 14, 2014	NAD 23,077.16	NAD 0.00	
Invoicing (cancelled)	Jan 14, 2014	NAD 23,077.16	NAD 0.00	

➔ **Explaining the invoice:**

- The invoice marked as **1** is the current and valid invoice for the period of May 2014 and has the due date of 16 June 2014.
- The invoice marked as **2** is the reversal document of the original invoice which was incorrectly invoiced.
- The invoice marked as **3** with the due date 16 June 2014 was the original invoice which was cancelled by the reversal document in the 2nd step above.
- Please note that the cancelled invoice and the reversed invoice marked as **4** have zero (0) balances as their balances offset each other.

- When you download the invoice, you will see that the reversed invoice (marked as 2 above) will have negative values as shown in the screenshot below:

10-DEC-13		09-MAY-14	
		10-Apr-14 Basic charge*	-400.00
		09-May-14 Basic charge*	-400.00
		10-Jan-14 Rental charge*	-475.00
		10-Feb-14 Rental charge*	-475.00
		10-Mar-14 Rental charge*	-475.00
		10-Apr-14 Rental charge*	-475.00
		09-May-14 Rental charge*	-475.00
		09-May-14 Subtotal*	-33,200.31
		31-May-14 VAT @ 15.000 %	-4,980.05
4,242.1	0.0150	10-Jan-14 ECB Levy	-63.63
4,109.6	0.0150	10-Feb-14 ECB Levy	-61.64
3,711.9	0.0150	10-Mar-14 ECB Levy	-55.68
4,109.6	0.0150	10-Apr-14 ECB Levy	-61.64
3,844.4	0.0150	09-May-14 ECB Levy	-57.67
4,242.1	0.0102	10-Jan-14 NEF Levy	-43.27
4,109.6	0.0102	10-Feb-14 NEF Levy	-41.92
3,711.9	0.0102	10-Mar-14 NEF Levy	-37.86
4,109.6	0.0102	10-Apr-14 NEF Levy	-41.92
3,844.4	0.0102	09-May-14 NEF Levy	-39.21
			N\$ -38,684.80

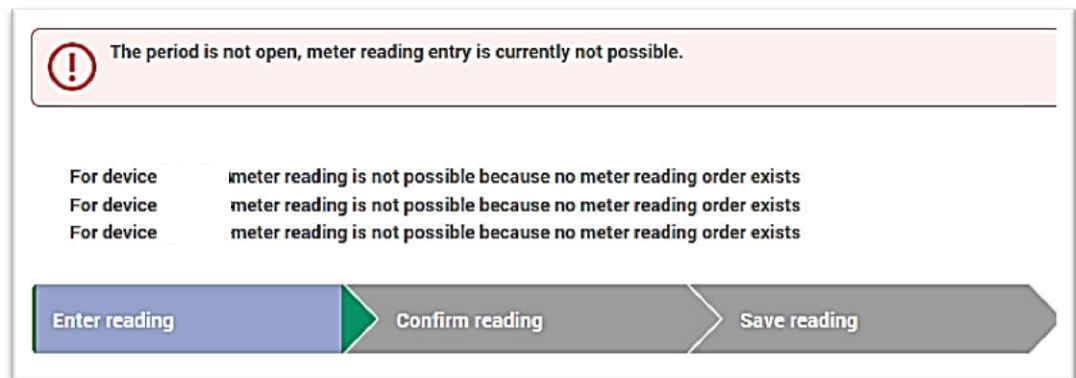
- Below a sample of downloaded invoice:

Account Number		Previous Reading Date	Current Reading Date
		10-May-14	10-Jun-14
Meter Number	Previous Reading	Current Reading	Consumption Unit Price Description Amount
	57,402.5E	57,492.6E	90.1
	25,051.7E	25,103.2E	51.5
	36,117.6E	36,448.0E	330.4
			472.0
			1.4400 10-Jun-14 Units kWh*
			10-Jun-14 Basic charge*
			10-Jun-14 Rental charge*
			10-Jun-14 Subtotal*
			30-Jun-14 VAT @ 15.000 %
			10-Jun-14 ECB Levy
			10-Jun-14 NEF Levy

enter meter reading

Allows you to enter meter readings for the current period when the period is open for meter reading uploads. This facility is available to distribution customers only.

If you try to enter readings while the period is not open to do so, you will get a message as shown below:



The screenshot shows a light pink error message box with a red exclamation mark icon. The message text is: "The period is not open, meter reading entry is currently not possible." Below the message box, there are three lines of text, each starting with "For device" followed by "meter reading is not possible because no meter reading order exists". At the bottom of the screenshot, there is a navigation bar with three buttons: "Enter reading" (blue), "Confirm reading" (grey), and "Save reading" (grey).

! The period is not open, meter reading entry is currently not possible.

For device meter reading is not possible because no meter reading order exists
For device meter reading is not possible because no meter reading order exists
For device meter reading is not possible because no meter reading order exists

Enter reading Confirm reading Save reading


Recommended action: Go to “**Contract overview**” to check for the next available meter reading period.

When the period to upload meter readings is open:

You need to enter meter readings for each meter installed at your supply point.

→ Entering the reading

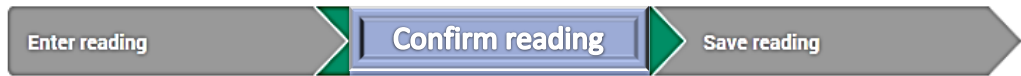
Enter Reading → Confirm reading → Save reading

Electricity	
Meter number	<input type="text"/> ← 1
Date of last meter reading	Jul 10, 2014
Vaule of last meter reading	12,122 kWh
Date for new meter reading	<input type="text"/> 8.9.2014 ← 2
	
Count of new meter reading	<input type="text"/>
kWh	

Reset Next

- The **meter number** is specified where marked 1 in the screenshot above
- Where marked 2 in the screenshot above, enter the digits as recorded from the meter
- Click on to reset and re-enter your readings, or
- Click on to confirm your readings

➔ Confirming the reading

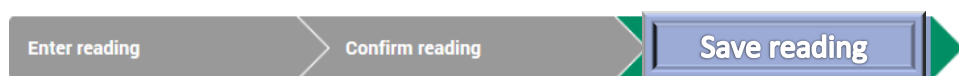


Electricity	
Meter number	<input type="text"/>
Date of last meter reading	Jul 10, 2014
Vaule of last meter reading	12,122 kWh
Date for new meter reading	8.9.2014
Count of new meter reading	12222,0 kWh

- If the meter reading is correct as shown in above then click on and this information will be transferred to our system.
- If the meter reading is incorrect then click on to correct the reading or click on to restart with the capturing of your reading.

➔ Saving the reading

- When you click on **“Save reading”** your reading will be transferred onto our system.



Electricity	
Meter number	<input type="text"/>
Date of last meter reading	Jul 10, 2014
Vaule of last meter reading	12,122 kWh
Date for new meter reading	9.9.2014
Count of new meter reading	12222,0 kWh

contract overview

- ➔ View your contract for power supply of the contract account that you have selected. You will be able to view the technical details, meter numbers, tariff type and amperage capacity if applicable, as shown in the screenshot below:

Please select one of your contracts.					
	CONTRACT	DIVISION	CURRENT PRODUCT.	PREMISE	METER NUMBER
<input checked="" type="radio"/>	362	Electricity	END SPU TRANSFORMER <= 25 kVA ; AMPS = 120		

Technical data	Meter readings	Future meter reading dates	Consumption history
Premise			
Street			
Place			
Floor / Room			
City			
Meter			
Meter number			
Meter			
Meter number			

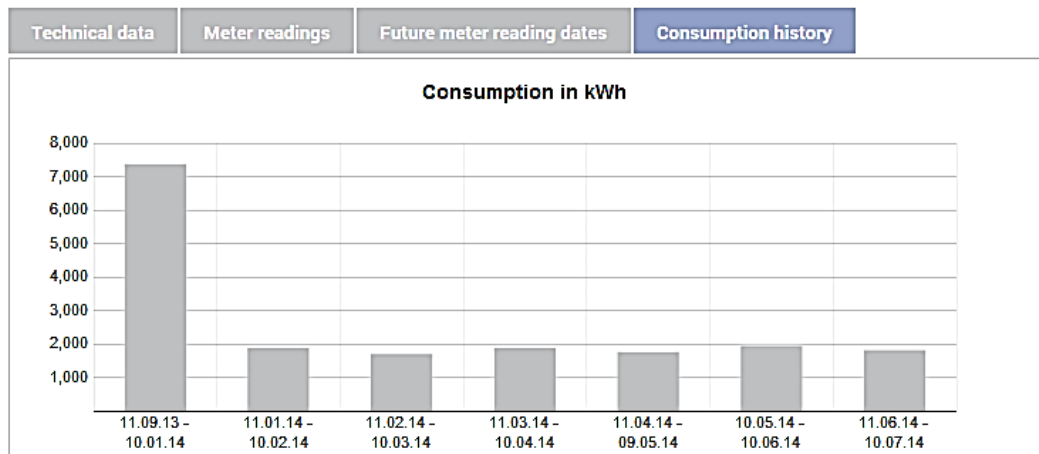
- ➔ A meter reading statement indicating your meter readings taken for a period of twelve months, will appear as shown in the screenshot below:

Technical data	Meter readings	Future meter reading dates	Consumption history	
Serial number	Meter reading reason	Meter reading type	Date	Meter value in kWh
	Periodic Meter Reading	Meter reading by the customer	Sep 9, 2014	91,255
	Periodic Meter Reading	Meter reading by the customer	Sep 9, 2014	70,378
	Periodic Meter Reading	Meter reading by the customer	Sep 9, 2014	12,222
	Periodic Meter Reading	Automatic estimation	Jul 10, 2014	90,996
	Periodic Meter Reading	Automatic estimation	Jul 10, 2014	70,078
	Periodic Meter Reading	Automatic estimation	Jul 10, 2014	12,122
	Periodic Meter Reading	Automatic estimation	Jun 10, 2014	89,728
	Periodic Meter Reading	Automatic estimation	Jun 10, 2014	69,878
	Periodic Meter Reading	Automatic estimation	Jun 10, 2014	11,776
	Periodic Meter Reading	Automatic estimation	May 9, 2014	88,375
	Periodic Meter Reading	Automatic estimation	May 9, 2014	69,665
	Periodic Meter Reading	Automatic estimation	May 9, 2014	11,407

- ➔ A statement showing future meter reading dates (for six months ahead) will look as shown in the screenshot below:

Technical data	Meter readings	Future meter reading dates	Consumption history
YOUR NEXT METER READING.		METER READING REASON	METER READING TYPE
Sep 10, 2014		Periodic Meter Reading	Meter reading by utility company
Oct 10, 2014		Periodic Meter Reading	Meter reading by utility company
Nov 10, 2014		Periodic Meter Reading	Meter reading by utility company
Dec 9, 2014		Periodic Meter Reading	Meter reading by utility company
Jan 9, 2015		Periodic Meter Reading	Meter reading by utility company
Feb 10, 2015		Periodic Meter Reading	Meter reading by utility company

- ➔ The graph below shows the electricity consumption in a year.



register additional contract accounts

This facility allows you to add additional contract accounts as well as those managed by you but which belong to the same business partner number. This registration offers you a centralized management of data of all your contract accounts.

Add contract account	
Select customer type	<input type="text"/>
Contract account number*	<input type="text"/>
Supply point number*	<input type="text"/>

- Customer type in the area marked 1 in the screenshot above can be an owner/organisation or tenant - if you are renting the supply point from someone else.
- Complete all the fields marked with an asterisk (*) as shown in the fields marked 2.
- Click on once you have completed the form as required.

online history

- ➔ The online history lists all your actions/activities conducted, for example: customer queries, address changes, etc. sorted according to time.

Search area			
Timerange for online history		Last week <input type="button" value="v"/>	
DATE	TIME	DESCRIPTION	
09.09.2014	09:11:31	meter reading	<input type="button" value="Details"/>
08.09.2014	11:14:01	first login with new password	<input type="button" value="Details"/>
08.09.2014	11:10:08	request of a new password	<input type="button" value="Details"/>

- ➔ Click on the button to see more information about an activity as shown in the screenshot below:

DATE	TIME	DESCRIPTION	
09.09.2014	09:11:31	meter reading	<input type="button" value="Details"/>
<p>Meter reading over Onlineservice</p> <p>Meter readings have been captured with the following data over Online Service:</p> <p>User-ID RAPHY Business partner: Contract account:</p> <p>Type of meter reading: periodic meter reading for billing</p> <p>The following meter reading results have been entered:</p> <p>Energy Type – Device – Register – Meter reading result – Notice</p> <p>Electricity – 896595 – 001 – 91255</p> <p>Electricity – 946721 – 001 – 70378 ← 1</p> <p>Electricity – 948446 – 001 – 12222</p>			
08.09.2014	11:14:01	first login with new password	<input type="button" value="Details"/>
08.09.2014	11:10:08	request of a new password	<input type="button" value="Details"/>

- The area marked as **1** in the screenshot above shows the meter readings recorded for each serial number or meter. The online history gives an audit trail of all the steps/activities performed on the Online Services by you using your Online Service user identity.

change communication data

Change your address or your contact details.

changing your address

Click on the button to change your address.

Please note that you cannot change your name, but you can however change any other detail as shown in the screenshot below:

Title	
Firstname	
Name	
Street*	<input type="text"/>
District	OKAHANDJA-HOCHFELD
Country	<input type="text" value="Namibia"/>
City*	<input type="text" value="OKAHANDJA"/>
PO Box	<input type="text"/>
PO Box Country	<input type="text" value="Namibia"/>
PO Box City	<input type="text"/>

changing your contact details

Click on the **Edit contact data** button to change your contact details where necessary as depicted in the screenshot below:

Phone	
Phone number	Namibia
<input type="text"/>	
<input checked="" type="radio"/> Standard	
Phone number	Namibia
<input type="text"/>	
<input checked="" type="radio"/> Standard	
Mobile phone	
New entry	Namibia
<input type="text"/> personal	<input type="text"/> →
Fax	
Fax	Namibia
<input type="text" value="NONE"/>	
E-mail	
E-mail address.	raphy.kavetuna@nampower.com.na

After clicking on the **Save** button your information will be updated on our system. You can click on **Back** if you would like to cancel any changes.

change password

- ➔ You can change your password to protect your privacy.
Please take note of the password restrictions: the password should comprise of 8 to 12 characters and contain a combination of letters and numbers (at least one letter or at least one number).

Change your password

Old password	<input style="width: 60%; border: 1px solid #ccc;" type="password" value="....."/> 1
New password	<input style="width: 60%; border: 1px solid #ccc;" type="password" value="....."/> 2
Re-enter password :	<input style="width: 60%; border: 1px solid #ccc;" type="password" value="..... "/> 3

- To change your password, enter your old password in the area marked 1 in screenshot above
- Then enter your new password in the area marked 2 in the screenshot above
- Re-enter your new password in the area marked 3 in the screenshot above
- Click on the button and you will receive a confirmation email as shown in the screenshot below:

Your password has been changed

You have successfully changed your password. Please use the new password immediately to log in on the online services of NamPower.

- ➔ When you click on the button you will be taken to the homepage.

customer enquiry

➔ Send us a message or an enquiry using the provided contact form as shown in the screenshot below:

The screenshot shows a contact form titled "Your query:". It includes a "Category" dropdown menu with the selected option "Change of contact details / banking data", a large text input field for "Your query", and a "Submit" button. Red arrows with circled numbers 1, 2, and 3 point to the category dropdown, the text input field, and the submit button, respectively.

- Indicate your concern by choosing the appropriate category as indicated in ❶ in the screenshot above.
- Type your message/query in the area marked as ❷ in the screenshot above.
- Submit your message/query by clicking on the submit button marked as ❸ in the screenshot above.

➔ The system stores all your queries and you can view them at any time:

The screenshot shows a "My queries" section with a "Timerange contact selection" dropdown set to "Last week". Below is a table with columns: DATE, TIME, REASON, TEXT, and a "Details" button. The table contains two rows of query data. Red arrows with circled numbers 1, 2, and 3 point to the dropdown menu, a "Details" button, and the "response to customer contact" entry in the REASON column, respectively.

DATE	TIME	REASON	TEXT	
Oct 3, 2014	8:39:00 AM	inquiry: billing and invoices	My bills amount is very high.	Details
Oct 3, 2014	9:06:41 AM	response to customer contact	Original text of your query:	Details

- Select the time range of your queries in the area marked ❶ as shown in the screenshot above.
- Click on the details button marked as ❷ in screenshot above to open up your query.
- The response from NamPower will be attached to the enquiry you raised in the area marked ❸ as per screenshot above.

display time of use readings

Transmission customers will be able to display their Time of Use profile values. They can also download these profile values to MS Excel. The Time of Use profile values are measured in 30 minute time intervals and they are displayed as such. After downloading these profile values to an MS Excel spreadsheet, customers can do their own calculations to verify the total values (standard, off-peak and peak) that appear on the invoices.

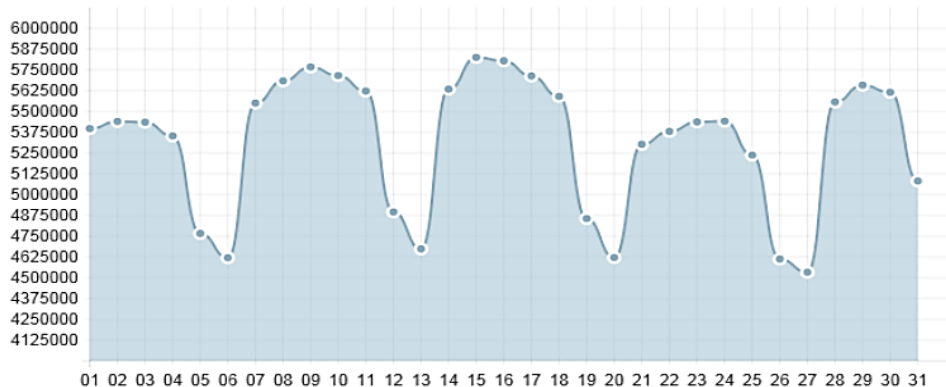
Your profiles

Please select your time frame.

Category	KVA	▼	➔ ❶
Period	2013-10	▼	➔ ❷

Display selected profile ➔ ❸

- In the area marked ❶ above select the profile you want to view or download
- In the area marked ❷ above select the period
- Display the selected profile in the area marked ❸ Above.



- Download the selected profile by clicking on the button marked ❹ in the screenshot above. You have to display the profile first (as explained in ❸ above) before you can download it
- You can download all profile values by clicking on the button marked ❺ as shown in the screenshot above.

Do you want to open or save ProfileValues.xls from 172.16.20.123?

Open

Save

Cancel

x

- You will then be prompted to either “open” or “save and open later” or “save and open”.

Date	Time	Date	Time	Value
10/01/2013	00:00	10/01/2013	00:00	72404.00
10/01/2013	00:30	10/01/2013	00:30	72020.00
10/01/2013	01:00	10/01/2013	01:00	71538.00
10/01/2013	01:30	10/01/2013	01:30	71174.00
10/01/2013	02:00	10/01/2013	02:00	72020.00
10/01/2013	02:30	10/01/2013	02:30	73114.00
10/01/2013	03:00	10/01/2013	03:00	76818.00

Sample Excel file...

switch accounts

This facility offers you to switch between the accounts that you have registered.

CONTRACT ACCOUNT	DIVISION	PREMISE ADDRESS	STATE
<input type="text"/> 1	Electricity	510 3902 OMBOTUZO SUBSTATION & 22KV RETIC SCHEME	active
<input type="text"/> 2	Electricity	VAN ECK POWERSTATION	active

The example above shows that two accounts are registered. Click on the contract account number that you want to work with.