

המרכז לקידום פליטים אפריקאים  
African Refugee Development Center

16 April 2020

## Electricity Information during Corona

This document sets out important information about electricity bills.

There are two ways to pay for electricity. One way is paying a bill every 2 months, and the second way is paying for the electricity before it is used. This is called בתשלום מראש, or prepaid.

Many people have a בתשלום מראש account (prepaid account), which means that you pay a certain amount for electricity upfront, and if you do not recharge or buy another card at the post office or shop, then your electricity automatically goes off when it runs out.

If you cannot afford to buy a new card to fill your electricity, and your electricity goes off in your house, you can call 103 and ask them to help you. If you cannot afford electricity because of Corona, you should tell them this on the phone. They will try and help you and provide a new 'Code Chirum' to bring back the electricity. You will need to pay them back for the electricity at a later time.

103 is the number for the electricity company. It is the same number for the whole of Israel.

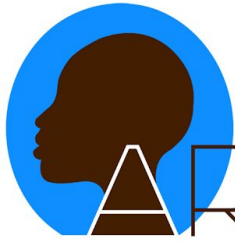
### Before you call, you should have with you:

1. Your Code Number of your electricity account.
2. Know the name of the person whose account it is.
3. You should also know where the 'moneh' is (the metre) because you might have to go and look at it when you are on the call.

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The electricity company will ask you some questions, and might also ask you to check the moneh and tell them the information on the moneh.

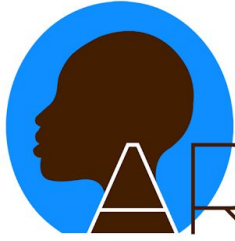
Instructions for the call and how to speak with someone (using the Hebrew option):

1. Call 103
2. Wait on the call. There will be a lot of Hebrew spoken (about 1 minute) but you don't need to do anything.
3. Then, There will be a choice to speak in Hebrew or Arabic. For Hebrew, press 1. For Arabic, press 2.
4. Then, they will ask for the purpose of the call. You don't need to press anything, just wait.
5. Then, there will be 3 options: (1) put in your Teudat Zeut, (2) put in your phone number, or (3) your bill number.
6. Choose option 2 by pressing the number '2' button on your phone.
7. Enter your phone number with '#' (sulamit) at the end.
8. Then, you will be given an option. Choose option 9 by pressing the number '9'. This option will bring you to a customer service person who can help you.
9. When you speak to the person, tell them because of corona, you cannot pay the 'Tashlum merosh' because of corona. They will ask you if you have a credit card as well.
10. They will also ask you to go to your moneh and tell them some information from it. They might ask you to press the '0' two times and also press the '#' and tell them what you see. 'Sulamit' means '#', 'Kokhavit' means '\*'.  
11. After this, they will see if they can give you a new code chiron, to start your electricity.
12. You will not have to pay for it now, but will need to pay in the future.

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