

# **1. Frequently asked questions (Prepaid electricity meter software update (token identification update – TID))**

## **1. Why must prepaid electricity meters be updated?**

The current pre-paid electricity metering software will expire in 2024 for all prepaid electricity meters in South Africa.

Pre-paid meters must be updated, or you won't be able to recharge your meter with new tokens and you won't have power supply.

## **2. Which meters must be upgraded?**

All prepaid electricity and prepaid water meters in South Africa.

## **3. By when must meters be updated?**

By November 2024.

## **4. How should meters be updated?**

It will be a combination of field teams and making use of the vending system. When using the vending system, two 20-digit update codes will be included, along with the usual electricity token.

- **Enter the first 20 digits update code and wait for it to accept.**
- **Enter the second 20 digits update code and wait for it to accept.**
- **Enter your 20 digits token to recharge your units as normal.**

## **5. For how long is the update codes valid?**

The two 20-digit update codes must be entered into the meter immediately after it has been supplied as no other recharge token will be accepted by the meter.

## **6. What happens if I throw away my slip, will I be able to get the 40 digits again?**

You will have to call the municipality to get the code. Currently there is no way to get a copy at a vendor.

## **7. What if I can't update my own meter?**

Municipal contracted teams will assist in these specific cases.

## **8. How do I verify whether a person coming to my home to assist me with an update is from the Municipality?**

The field teams will carry photo identification and official documentation. Customers may phone the municipality or Ontec for verification.

**9. I am in line for the municipal ongoing meter replacement program (to replace old infrastructure), will the new meter be software compliant once installed? Would I need to update the code?**

All new meters installed will already be updated.

**10. Will my old unused tokens still work after the upgrade?**

No, all old tokens must be entered prior to the update being completed.

**11. Will my electricity meter use more electricity after the software update?**

Updates to the software of prepaid electricity meters will not affect the user's electricity usage in any way as it does not affect the meter's calibration.

**12. Will my electricity units disappear or decrease when the meter is updated?**

No, a customer's electricity units will not be affected by the update. However, should customers have any technical issues; they are encouraged to contact the Municipality.