

SOL PLAATJE MUNICIPALITY



COMMUNICATIONS UNIT

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MEDIA STATEMENT

TO: ALL MEDIA

EMBARGO: NONE (FOR IMMEDIATE RELEASE)

DATE: MONDAY, 22 APRIL 2024

RE: SOL PLAATJE MUNICIPALITY CALLS ON PREPAID ELECTRICITY CUSTOMERS TO RESPOND TO THE METER BOX UPDATE

The Sol Plaatje Local Municipality (“**SPLM**”) is extending a call to all prepaid electricity users to positively respond to the **Electricity Meter Box Update** project ahead of the deadline on **24 November 2024**.

South Africa’s **Token Identifier (TID)** rollover which has been in effect since March 2023, is a standard enhancement project that is being implemented to avoid the token producing system running out of numbers. The software update is also aimed at eliminating ghost vending.

After the 24 November 2024, prepaid customers who have not done the electricity meter box memory reset or conversion, will not be able to recharge their meters with new tokens and will also be left without power supply.

From the Municipality’s **60 000** prepaid electricity meters, a total **26 381** have been updated from **KRN1** to **KRN2** since March 2023 to date.

All old tokens must be entered prior to the update being completed. Customers are also informed that their meters will not use more electricity after the update in that it does not affect the meter calibration.

The Do It Yourself (DIY) Electricity Meter Box Update

The Municipality’s Commercial Data Validation and Prepayment Meter unit and service provider, Ontec Systems (Pty) Ltd, are embarking on the “**next vend,**” meaning when some of the customers purchase prepaid, they will be issued with an additional token for the update.

In receiving tokens on “next vend,” customers may follow these easy steps to enter the update: 1. Enter the first 20-digit update code and wait for it to accept; 2. Enter the second 20-digit update code and wait for it to accept; and 3. Enter the usual 20-digit token to recharge units as normal.



When undertaking *DIY* and experiencing technical difficulties, customers are encouraged to call the Municipality at 053 830 6111/080 122 9010 or Ontec representatives on 082 363 3512 or Ontec afterhours 021 928 1800.

Field Teams Undertaking Electricity Meter Box Update

The deployment of field teams has also been embarked upon. The teams are visiting specific households as per residential area schedule and making use of a vending system, issuing two (2) update codes bearing twenty (20) digits each that will be included along the usual electricity token.

Information on the forthcoming field teams schedule of visits in identified residential areas will be published timeously.

Security Concerns Surrounding Field Teams

The Field Teams will carry photo identification and should also display official documentation. Customers are encouraged to call the municipality on 053 830 6488 and 053 830 6565 or Ontec 082 363 3512 or Ontec after hours 021 928 1800 for verification when in doubt. **//END**

Issued By: Communications Unit
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