

UPGRADE OF BREEDE VALLEY MUNICIPALITY'S ELECTRICAL PRE-PAYMENT METERING SOFTWARE (TID ROLLOVER)

The TID (Token Identifier) roll-over affects everyone in South Africa who is metered by a Standard Transfer Specification (STS) electrical prepayment meter. The Token Identifier is a special code, contained in the electrical prepayment vending token, that identifies if a token has already been used in a payment meter. Presently there are about 2 720 prepayment meters whose purchase tokens will be rejected after 24th of November 2024. Breede Valley Municipality already upgraded the TID status of 87% (19 910 meters) of the existing prepayment meter footprint. The Municipality. The municipality has a twofold operational approach to successfully address the TID upgrades of the remaining 12% of the prepayment meter base:

- Physical meter inspections to verify meter configuration setup and to perform a key change upgrade.
- Next-vent action – to generate the required key change code with the first electricity purchase of every month (the consumer will be required to insert the 40-digit token into the meter)

The following information will address the most frequent questions and concerns pertaining to the pre-paid electricity meters that are running out of digits.

What is TID (token identifier) Roll-over?

When you purchase electricity, a 20-digit code (number) is generated by the vending system. The available number range, from which this number originates, started in 1993 and will run out of numbers internationally by November 2024. When this happens, all tokens/slips will be considered as obsolete and will no longer be accepted by the pre-paid meters.

The only way to avoid a situation where you will not be able to purchase electricity after November 2024, is for your prepayment meter to be reprogrammed and successfully complete the TID roll-over process. The new number range will last until 2045.

What if I have tokens/slips that have not yet been entered?

Any tokens that may be in your possession that have not yet been captured on your meter must be entered BEFORE any change is made as the old tokens/slips will NOT be accepted after the TID Roll-over and you will LOSE the units that you have purchased. Any units that are on your meter will still be available after the change.

TOKEN IDENTIFIER (TID) ROLL-OVER PLAN

How many meters still need to be reprogrammed to the new TID level?

Breede valley Municipality has 2 720 prepayment meter that still need to be reprogrammed to the new TID status. These upgrades will be performed by means of physical meter inspections; that already started on Monday the 15th of January 2024. A parallel initiative will be launched on Monday the 26th of February 2024.

The municipality will implement latter upgrade activity in accordance with the following action plan:

Implementation of the update/reprogramming:

A phased approach will be used to do the next-vent TID roll-out.

The schedule is listed below:

Important

The first token/prepayment slip that you receive, after the Municipality has implemented the program in your area, will contain two additional codes that must be entered in the sequence as printed on the token/slip.

These codes must be entered **BEFORE** any other code that you may have received in the process. The other codes that you have received, will not be accepted if these codes have not been entered. This process will require about 2 minutes to complete the TID roll-over.

Implementation schedule:

De Doorns: February 2024 to March 2024

Touwsrivier: April 2024

Touwsrivier: May 2024

How do you know if your meter has been reprogrammed?

The token that is issued to you, has the following information on it: Your name and address; below that is your meter number and SGC (Supply Group Code), the TI (Token Identifier); KRN (Key Revision Note) and below them all the Tariffs are printed. The KRN is the indicator of the status of your meter in terms of the TID roll-over. KRN1 means that your meter still needs to be updated (reprogrammed), KRN2 means your meter has already been updated (reprogrammed).

Breede Valley Municipality

Receipt # : RCT.....
Ref # :
Pos ID :
Retailer :
Cashier :
Date: ... 20.. Time:
Name : Your Name
Address : Your Address
Address : Your Address
Meter : Your meter Number
SGC 000.... TI:.. KRN: **1 or 2**
Tariff : Tariff applicable to you
Units (kWh) :
Tariff :
Units kWh @ ... R/kWh
Receipt # : RCT.....
Units : kWh
Amount (Excl VAT) R.....
VAT R.....
0000 0000 0000
0000 0000
Description Amount
Electricity (Excl VAT) R.....
VAT R.....
Total R.....

The Key Revision Nr (KRN) on your electricity token will indicate if you are on Key Revision nr 1 or 2.

KRN 1 means that your meter still needs to be updated.

KRN 2 means that your meter is already updated.

Meter re-programming codes
i. Enter first set of 20 digits.
ii. Wait 5 seconds.
iii. Enter last set of 20 digits.



UPDATE METER KEY

Cashier ...
Date 20..-..-..

Meter No	Client ID	Terminal ID
0000000000	Tok Tech	ALG
New SGC	New KRN	New TI
000.... or 000...	2	..
Old SGC	Old KRN	Old TI
000391 or 000429	1	..

0000 0000 0000
0000 0000

0000 0000 0000
0000 0000

There is a problem with your meter, please enter the above tokens to fix the problem.
Note: You have approximately 40 seconds to enter both numbers

1. Why must prepaid electricity meters be updated?

The current pre-paid electricity metering software will expire in 2024 for all prepayment electricity meters in South Africa. Pre-paid meters must be updated, or you will not be able to recharge your meter with new tokens and you will not have power supply. Updates to the software of prepayment electricity meters will happen in a phased approach across the municipality metro to ensure all meters are updated ahead of the deadline.

Only when an area is reached for updating, will customers get the UPDATE codes with their normal purchase. Customers with meters that have not been upgraded (in an area that has not been reached yet as per the schedule) will be eligible to receive update codes.

2. Which meters must be upgraded?

All prepaid electricity meters in South Africa. A total of 2 720 meters must be upgraded within Breede Valley Municipality. 19 910 meters (88%) of the prepayment meter footprint of the municipality is already successfully completed.

3. By when must meters be updated?

Breede Valley Municipality are performing continuous meter upgrades by means of physical meter inspections. An alternative self – help method will be applied as from February 2024. This method will make use of the vending system to generate a 40-digit code with the electricity purchase (it will be performed in phases).

All meters with older version software must be updated by latest November 2024.

4. Will all customers be able to update their meters immediately?

No.

The Breede Valley prepaid meters are being updated in accordance with a town / area schedule:

Date	Town	Suburb	Estimated Number of Meters
26 February - 31 March 2024	Worcester	All Areas	2407
01 April - 30 April 2024	De Doorns	All Areas	176
01 May - 31 May 2024	Touwsrivier	All Areas	100

Only when a town / area is being updated as per the schedule, will update codes be issued when making a purchase. Update codes will not be issued to areas not earmarked for the updating in a certain month and customers in areas that have not yet been reached for updating, will not yet be eligible to update their meters.

5. What should I do when my area has been earmarked for updating but I have not received my update codes yet?

The prepaid electricity meter software update takes place in a phased manner within the various earmarked town / area.

It is important to note that the system does not automatically issue residents their update token on the first of the month but can do so any time during that month with a purchase.

If you only purchase electricity once a month and did not receive your update token, then the update token will be made available to you with your next purchase in the following month.

6. How should meters be updated?

Most customers prefer updating their own meters. You will be able to update your own meter easily when making an electricity purchase.

When making a purchase from the 26th of February 2024, as per dedicated town and then subsequent areas on the schedule, two 20-digit update codes will be included, along with the usual electricity token as soon as the programme is in your town / area, and you are eligible for the update.

Please see schedule on the previous page (also available on <https://bvm.gov.za>)

Follow the easy steps below to enter your update codes WHEN your area is scheduled for the update:

- 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.

7. Will the update codes work on all types of prepaid electricity meters?

Yes, as soon as the codes are received, but only when an earmarked area for updating has been reached in accordance with the schedule.

8. 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.

9. What happen if I throw away my slip, will I be able to get the 40 digits again?

You will have to call the dedicated project official at 073 899 8992 to register a complaint. The complaint reference is "TID UPGRADE" must be supplied.

The official will be able to send you the TID code. Alternatively, support staff can be dispatched to your house to provide assistance.

10. What if I cannot update my own meter?

Breede Valley Municipality appointed a service provider to perform electrical meter installation inspection from house to house. The technical personnel will be able to program your meter with a new TID code.

Alternatively, you can call the dedicated project official at 073 899 8992 to register a complaint. The complaint reference is "TID UPGRADE" must be supplied.

The official will send the support staff to your house to perform the meter code upgrade.

11. How do I verify whether a person coming to my home to assist me with an update is from Breede Valley Municipality?

We will follow all health and safety protocols and our teams will carry official worker cards. Customers may phone the dedicated project official at 073 899 8992 or visit <https://bvm.gov.za> for the verification of personnel.

12. If my area is not on the schedule, will areas be visited again?

The municipality will continue to visit and inspect meter installations in all areas as part of its ongoing maintenance plan for 2024.

This operational approach will be applied to address any outstanding meters that where not upgraded.

13. Breede Valley Municipality is performing ongoing meter replacements (to replace older version meters). Will the new prepayment meter be software compliant once installed? Would I need to update the code?

The software of all newly installed prepayment meters is already TID compliant. These meters do not need to be upgraded after installation.

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

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

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

Updates to the software of Breede Valley Municipal electricity meters will not affect the user's electricity usage in any way as it does not affect the meter's calibration. If a resident suspects that their meter may be faulty, they are encouraged to contact the dedicated project official at 073 899 8992 to register and investigate the complaint.

Similarly, the complaint reference "TID UPGRADE" must be supplied to the official.

16. Where do I find the work schedule and the schedule for when updated tokens will be issued per area?

The schedule is available on <https://bvm.gov.za>

What happens if I lose my token - will I be able to get the two 20-digit code again?

You will have to call the dedicated project official to register a complaint. The complaint reference "TID UPGRADE" must be supplied. Cellular phone number: **073 899 8992** 0860121212 or alternatively email address: **nkosayixakwa.ntsomi@ontec.co.za**

When buying from Municipal Cashiers/Outside Vendors:

You will receive two tokens/slips when buying from municipal cashiers or external vendors.

On the token/slip, the wording 'Update Meter Key' will be displayed with two codes to re-program your meter. These 40-digit code must be entered in sequence before the standard/normal codes that you will also receive as part of the purchase.

What happens after the reprogramming of your meter?

All tokens/slips purchased prior to the reprogramming date, that were not entered into your meter, will be rejected by the meter. These tokens/slips will not be replaced by the Municipality. Therefore you must ensure that all old tokens/slips are entered into the meter before the 40-digit token is inserted into the meter. Once your meter has been updated, the token/slip that you receive with your next electricity purchase will only display the normal electricity code that needs to be entered on your meter as per usual.

Can I update my meter before my area is scheduled?

Should you wish to implement the change to your meter before the Municipality gets to your area, you are most welcome to contact the dedicated project official to request the said upgrade. The request can be emailed to **nkosayixakwa.ntsomi@ontec.co.za** or alternatively contacted at **073 899 8992**.

What if I can't update my own meter?

In the event of problems with updating your pre-paid meter, please contact the dedicated project official to register a complaint. The complaint reference "TID UPGRADE" must be supplied. The contact information:

Cellular phone number: **073 899 8992** or alternatively email address: **nkosayixakwa.ntsomi@ontec.co.za**

The appointed contractor will dispatch an operational support team to assist you (normal hours from 07h45 to 16h30 and after hours from 16h30 until 20h00)