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

Questions and answers

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 won't be able to recharge your meter with new tokens and you won't 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 2 795 meters must be upgraded within Breede Valley Municipality. 19 638 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:

   BREEDE VALLEY MUNICIPALITY

   ELECTRICAL PREPAID METER - TID UPGRADE SCHEDULE

Date	Town	Suburb	Estimated number of meters
01 February 2024 – 29 February 2024	Worcester	All Areas	2440
01 March 2024 – 31 March 2024	Worcester	All Areas	
01April 2024 – 30 April 2024	De Doorns	All Areas	198
01 May 2024 – 31 May 2024	Touws River	All Areas	101

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 1 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 previous page.

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

1. **Enter the first 20 digits update code and wait for it to accept.**
2. **Enter the second 20 digits update code and wait for it to accept.**
3. **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 "**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 help.

10. What if I can't 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 "**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 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 is the work schedule and the schedule for when updated tokens will be issued per area? The schedule is available above under question 4.