



## **NQUTHU PUBLIC NOTICE**

### **RESETTING/UPGRADING OF NQUTHU MUNICIPALITY PRE-PAID ELECTRICITY METERING SOFTWARE (TID ROLLOVER):**

The TID (Token Identifier) roll-over affects everyone in South Africa who owns a Standard Transfer Specification (STS) electricity pre-paid meter.

The following information will address the most common 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 pre-paid 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/slips 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.**

#### **NQUTHU MUNICIPALITY TOKEN IDENTIFIER (TID) ROLL-OVER PLAN**

± 3500 pre-paid meters in the Nquthu Area (Ward 9) need to be reprogrammed. Nquthu Municipality will be starting with the pre-paid meter TID roll-over from **01 September 2023**.

### Implementation of the update/reprogramming:

The first token/pre-paid slip that you receive, after the Municipality has implemented the program in Nquthu, will contain two additional codes which need to 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 roll-over.

### 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).

### Follow these easy steps below to enter your update:

- Enter all unused tokens
- Enter the first 20 digits Token code 1 and wait for it to accept.
- Enter the second 20 digits Token code 2 wait for it to accept.
- Enter your 20 digits Standard token to recharge your units as normal
- Enter free basic electricity (FBE)

WARNING!!! THIS IS A REPRINT  
of a token issued on 14/08/2023  
TAX INVOICE (COPY)  
Reprinted on: 14/08/2023 09:16:44  
Reprinted by: nquthu\_user  
**Unknown**  
**Unknown**  
**Key Change**  
Date: 14/08/2023 09:11:57  
Usage Point: LOT 991  
**Meter Number: 07028111529**  
Old Supply Group Code: 000300  
New Supply Group Code: 000300  
Old Key Revision Number: 1  
New Key Revision Number: 2  
Old Tariff Index: 01  
New Tariff Index: 01  
Description:  
User: nquthu\_user  
**Token code 1:**  
**4196 3674 7621 5183 3272**  
**Token code 2:**  
**3614 2388 5850 9511 4040**

Token Code 1

Token Code 2

WARNING!!! THIS IS A REPRINT  
of a token issued on 28/07/2023  
TAX INVOICE (COPY)  
Reprinted on: 14/08/2023 11:22:15  
Reprinted by: nquthu\_user

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Credit Vend - Tax Invoice  
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Util. Name: Unknown  
Util. Dist. ID: Unknown  
Util. VAT No.: Unknown  
Util. Address: Unknown  
Issued: 28/07/2023 10:06:34  
Reference: 320910050098  
Customer: MADI B.E  
Agreement Ref: 000348000392  
Usage Point Name: LOT 820  
LOT 820, P.O. BOX 672, NQUTHU  
**Meter Number: 01001403276**  
Token Tech.: 02  
Alg.: 07  
SGC: 000300  
TI: 01  
KRN: 1  
Tariff: 2023\_2024

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Your Electricity Token  
Standard Token

**0132 8555 5287 9257 5929**

Receipt #: RCT1690531594015  
Units (kWh): 98.2  
Amount: R173.91  
Tax: R26.09  
Tariff: 50.0 kWh @ 1.56 R/kWh  
48.2 kWh @ 1.99 R/kWh

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Free Basic Electricity

**1609 0751 1146 0248 1299**

Receipt #: RCT1690531594015  
Date: 28/07/2023 10:06:34  
Units (kWh): 50

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Total Tax: R26.09  
Total (Tax Incl.): R200.00  
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Standard token

Free Basic Electricity

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.

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

You will have to contact the Nquthu Municipality to get replacement tokens. These replacements can only be issued by the Municipality.

**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 'Key Change' will be displayed

with two codes to re-program your meter.

These codes 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.

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.

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

If you encounter problems with updating your pre-paid meter, please contact the Nquthu Municipality during office hours (Monday – Thursday from 07:30 - 16:15 and Friday from 07:30 – 15:00).