



BEAUFORT-WES/BEAUFORT WEST/BHOBHOFOLO

Finance Department / Finansiële Departement / Isebe lezemali

Rig asseblief alle korrespondensie aan die Munisipale Bestuurder/Kindly address all correspondence to the Municipal Manager/Yonke imbalelwano mayithunyelwe kuMlawuli kaMasipala

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Reference 13/1/4
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Datum
Date 02/06/2023
Uhmla

PREPAID METERS NEED TO BE UPDATED (TID ROLLOVER PROJECT)

The need to update the meter is due to the technical standard that all STS prepaid meters work on. There is a "clock" in the meter that will rollover (much like an odometer in a car) in November 2024. Any tokens generated after 24 November 2024 will be rejected by the meter if the meter is not updated.

To overcome this issue, the meter needs to be reprogrammed through a special set of tokens (TID Key Change Tokens / Update Tokens) to continue to function correctly.

This process has been called the TID Rollover Project and will commence on **10 June 2023**. The TID Key Change Update tokens for prepaid meters will be delivered to customers on their purchase receipt or via SMS in a controlled and phased approach across the municipality to ensure all meters are updated ahead of the deadline.

ONCE SELECTED FOR THE UPDATE, CUSTOMERS MUST FOLLOW THESE STEPS IN ORDER TO UPDATE THEIR METERS:

Enter all unused tokens into the meter. Any tokens bought before the TID Key Change Update tokens appear on the purchase receipt will not work after the meter has been updated using the update tokens and the value of those tokens will be lost. There will be no refunds for losses as it will not be possible for the loss to be verified.

- **Enter TID Key Change 1 Token and wait for the meter to accept it**
- **Enter TID Key Change 2 Token and wait for the meter to accept it**
- **Enter the free indigent token (if eligible)**
- **Enter the normal credit token**

The TID Key Change Update tokens only need to be entered once and after the meter is updated it will function as normal. If an error is made entering the tokens, wait 10 minutes for the meter to reset and try again.

Customers who require further assistance are encouraged to call 087 7420 459 (24/7) when in front of the meter to be telephonically assisted before approaching the municipality.

The support agent will ask questions to assist which may involve entering in tokens as well as short codes into the meter to retrieve information.

If the issue cannot be resolved telephonically or if an area is selected for the update by a ground team, a technician or electrician who will provide identification and municipal approval to enter the premises.


DERICK ERNEST WELGEMOED
ACTING MUNICIPAL MANAGER

VOORAFBETAALDE METERS MOET OPGEDATEER WORD



Tax Invoice

Vat No: 123456789
 CDU Date Rec.# OPER
 HLP42 15Dec2022 0010918

	Amount(R)
Test Svc Charge	0.01
Elec: 5.4	4.99
Vat on Elec:	0.65
Tariff: Test Tariff 1	
5.0 @	0.9200
0.4 @	1.0314
RECEIPT TOTAL:	5.00

METER SGC TI KRN ALG
 99045001015 990419 01 2 07

TID Keychange 1:
 XXXX XXXX XXXX
 XXXX XXXX

TID Keychange 2:
 XXXX XXXX XXXX
 XXXX XXXX

Free entitlement: XX.X
 Free Token:
 XXXX XXXX XXXX
 XXXX XXXX

Credit Token:
 XXXX XXXX XXXX
 XXXX XXXX

Alle STS voorafbetaalde meters moet **voor Nov 2024**

opgedateer word om in werkend te bly asook steeds tokens te aanvaar.

Wanneer u gekies word vir die opdatering, sal die **TID Key Change Tokens** op jou kwitansie of sms verskyn.

Volg hierdie maklike stappe:

- 1 Voer in alle ongebruikte tokens
- 2 Voer in **TID KEY CHANGE 1** token
- 3 Voer in **TID KEY CHANGE 2** token
- 4 Voer in gratis tokenkode
indien u kwalifiseer
- 5 Voer in krediet tokenkode

Alle ongebruikte tokens moet ingevoeg word voor die opdatering want dit sal nie daarna werk nie.

Indien u 'n fout gemaak het, wag vir 10 minute en probeer weer of skakel ons agente vir hulp



SKAKEL 087 742 0459 (24/7)

ALL STS PREPAID METERS MUST BE UPDATED



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 CDU Date Rec.# OPER
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RECEIPT TOTAL:	5.00

METER SGC TIKRNALG
 99045001015 990419 01 2 07

TID Keychange 1:
 XXXX XXXX XXXX
 XXXX XXXX

TID Keychange 2:
 XXXX XXXX XXXX
 XXXX XXXX

Free entitlement: XX.X
 Free Token:
 XXXX XXXX XXXX
 XXXX XXXX

Credit Token:
 XXXX XXXX XXXX
 XXXX XXXX

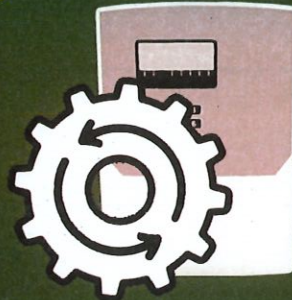
All STS prepaid meters need to be updated **before Nov 2024** to continue to work and accept tokens. Once you are selected for the update, the **TID Key Change Tokens** will be displayed on your receipt or SMS with your purchase.

Follow these easy steps:

- 1 Enter all unused tokens
- 2 Enter **TID Key Change 1** token
- 3 Enter **TID Key Change 2** token
- 4 Enter Free Token (if eligible)
- 5 Enter Credit token

All unused tokens must be entered before the update as they will not work afterwards.

If you make a mistake, wait 10 minutes and try again or call our agents for assistance



CALL 087 742 0459 (24/7)