



## BEAUFORT WEST MUNICIPALITY / BEAUFORT-WES MUNISIPALITEIT

### MUNICIPAL NOTICE No. 143/2024: TID Rollover

The Beaufort West Local Municipality wishes to inform all residents and businesses within its jurisdiction of an upcoming critical update regarding the Token Identifier (TID) rollover for prepaid electricity and water meters.

#### **What is the TID Rollover?**

When you purchase electricity or water, 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 Does This Mean for You?**

All prepaid electricity and water meter users must ensure their meters are updated before the expiration date to avoid any interruption in services.

#### **Implementation of the update/reprogramming Project: How will the change be done:**

##### **▪ Deployment of field workers**

The deployment of field workers has been embarked upon. The teams will be 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 entered into Key-pay of prepaid water.

Municipal field workers plus UMS will be working from 08H30 to 16H30, and all workers will have an official ID card that will display their full name, SA Identity number and Photo.

Municipality plea with residents, to cooperate with field workers but caution residents not to allow anyone into their home without seeing their official identification card. Residents can also verify the legitimacy of a field worker by contacting Revenue department (053 313 7318/19).

##### **▪ The Do It Yourself (DIY) water Meter Box/keypad Update**

once municipality apply for Token identifier roll-over (TID roll-over):

On "next vend," consumers 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
3. Enter the usual 20-digit token to recharge units as normal.

The Municipality has appointed InzaloUMS to manage the updating of prepaid meters and provide support throughout this process. InzaloUMS will visit all prepaid meters to facilitate the upgrade to KRN2 and conduct a visual inspection. If a resident is not home, InzaloUMS will leave a notice and offer the opportunity to schedule a convenient day and time for the upgrade. The entire process takes approximately 5 minutes per meter.

#### **Any units that are on your meter will still be available after the change.**

This project will start on 2 September 2024.



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### 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 rollover. **KRN1** means that your meter still needs to be updated (reprogrammed). **KRN2** means your meter has already been updated (reprogrammed).



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

**KRN 2** means that your meter is already updated.

### Contact Information:

For further information or assistance, please contact:

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