



Steve Tshwete
Local Municipality

INFRASTRUCTURE SERVICES
Executive Director

Your reference:

Reference:

Enquiries: NC Gubevu / tn
(Elec 2445)

NOTICE FOR ALL PRE-PAID ELECTRICITY CUSTOMERS

PREPAID ELECTRICITY CUSTOMERS OF STEVE TSHWETE LOCAL MUNICIPALITY

Each token is encoded with a unique Token Identifier (TID), which has a limited range and will run out (roll over) on 24 November 2024. After this date all prepaid meters will stop accepting credit tokens, unless an intervention takes place, which means that all these meters need to receive the TID Rollover Key Change token before this date.

The municipality will begin an advertising campaign from 01 August 2022 to inform customers of the process to upgrade the meters. The upgrade will be done by customers inserting a 20 digit token on the meter. The token will be issued to customers when the roll over starts.

The municipality asks for your assistance on the following

- Please use all your unused tokens before upgrade
- Once your meter is updated your old tokens will be forfeited
- The update will not have an effect on the credit available on your meter

For further information or enquires please contact Steve Tshwete Local Municipality Electricity department at 013 249 7223/7214/7083

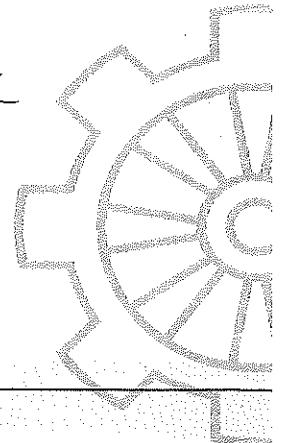
Yours faithfully,

**EXECUTIVE DIRECTOR: TECHNICAL AND INFRASTRUCTURE SERVICES
NR MAKGATA
14 September 2022**

APPROVED BY THE MUNICIPAL MANAGER:

SM Mnguni

19/09/2022
Date/





Steve Tshwete Local Municipality

METER UPDATE PROJECT

Notice to all Municipal Cashiers

When you get the 'TID' pop-up on your screen when you issue a token:

1. Attach the insert to the token before you hand it to the customer
2. Inform the customer;
 - a. that they have received update tokens,
 - b. that they must input into their meter all their unused tokens before they input the update tokens,
 - c. that the credit and / or FBE tokens issued will not work until they have loaded the update tokens,
 - d. that all future tokens purchased will not work until they have loaded the update tokens,
 - e. that the update will not affect the meter credit balance,
 - f. that the update will not affect the meter reading rate.

A handwritten signature in black ink, appearing to be 'SM Mnguni', written over a horizontal line.

Municipal Manager
SM Mnguni



Steve Tshwete Local Municipality

METER UPDATE PROJECT

Dear Customer

You have received, along with your credit token, two update tokens for your meter.

Please ensure that you have loaded all unused tokens before you continue to input these update tokens; any unused tokens NOT inserted will not be accepted after the update, and will be forfeited

Input your tokens **in the sequence printed**. The first two tokens will not change any credit values on your meter. The third and subsequent tokens will update your credit according to your purchase value.

If you do not input the first two tokens your meter will not accept any future credit tokens purchased. The update tokens only make changes to the meter to enable it to accept tokens in future; your existing credit already captured in the meter will not be affected.

A handwritten signature in black ink, appearing to be 'SM Mnguni', written over a horizontal line.

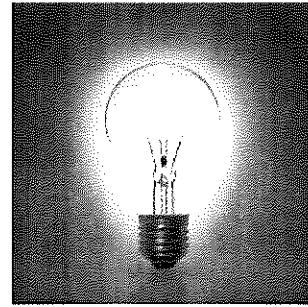
Municipal Manager
SM Mnguni

For further information, please contact the Municipal Call Centre on:

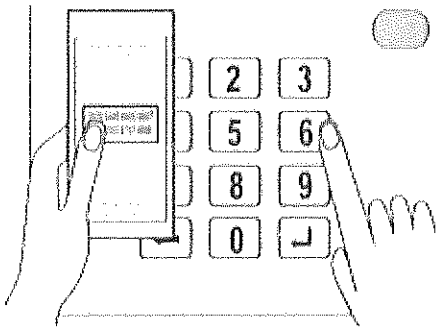
013 243 1806
013 249 7223
013 249 7083

NOTICE!

PREPAID ELECTRICITY CUSTOMERS



The Municipality will be embarking on a drive to upgrade the prepaid meters. The upgrading will be done by customers inserting 2 x 20 digit tokens on the meter. The tokens will be issued to customers as per the implementation schedule. The rollout schedule will be made available during the process.



The Municipality asks for your assistance in the following:

- Please use up all your tokens for your meter. **DO NOT** keep any "Spare Tokens".
- Once the meters have been "Key Changed" your old tokens will not work anymore.
- Your credit on the meter will not be affected by the process. Only tokens that haven't been entered into the meter will become invalid.
- **NO REFUNDS** will be done for old tokens.

For further information or enquiries, please contact:

MUNICIPAL CALL CENTRE -

013 243 1806

013 249 7223

013 249 7083

UTILITIES WORLD CALL CENTRE -

0861 876 227



Steve Tshwete
Local Municipality



CIRCULAR 21 / 2020

FROM : CHIEF EXECUTIVE OFFICER

TO : MUNICIPAL MANAGERS / CHIEF FINANCIAL OFFICERS
INFRASTRUCTURE/TECHNICAL DIRECTORS/MANAGERS/ HEADS OF
ELECTRICITY

DATE : 22 MAY 2020

**CRITICAL NOTICE AFFECTING ALL STANDARD TRANSFER SPECIFICATION
(STS) PREPAYMENT METER USERS INCLUDING MUNICIPALITIES**

1. OBJECTIVE OF THE CIRCULAR

There is a pending business risk to the prepayment metering industry globally that requires the urgency of action to circumvent it. In this respect, SALGA would like to issue an urgent notice to all Municipalities to ensure readiness to deal with this particular business risk.

2. BACKGROUND

On 24 November 2024 all prepayment meters based on STS technology will stop dispensing electricity, thus presenting a significant risk to the service levels, sales and revenue collection of all municipalities to end user customers in the electricity, water and gas utilities business.

The technical remedy is to reset each meter by means of entering two (2) special tokens before November 2024. This requires a substantial time, effort and resources on the part of the municipalities, as a result, it is imperative that the remedial action process commences as a matter of urgency.

3. ROLE OF THE STS ASSOCIATION

The STS Association (STSA) is a company not for gain and is the custodian of the Standard Transfer Specification (STS), which defines the technical protocol for the transfer of credit from a point of sale to the prepayment meter, it does not have any commercial interests. The STSA certifies all products using the STS technology for conformance to the STS, thus ensuring inter-operability and interchangeability of meters and token vending systems deployed in the prepayment industry.

4. URGENT ACTION FOR MUNICIPALITIES

The remedy to address this risk is to visit each meter and enter a special set of key change tokens in order to reset the meter memory.

Municipalities are therefore urged to take the following steps as a matter of urgency:

- 1) Ensure that the prepayment token vending system and security modules are upgraded and certified to comply with the latest STS Edition 2 specifications. An STS Edition 2 certified vending system will be fully backward compatible with current installed meters. This needs to be done in collaboration with your vending system supplier.
- 2) Apply to the key management centre for a new supply group code (SGC) key that is linked to the new 2014 base date and load it into the vending system security module. Both the current and the new SGC are thus loaded together, enabling the vending system to vend to current meters on base date 1993 and also to new meters on base date 2014.

- 3) It has been a mandatory requirement for all meters to comply with the "reset" functionality from inception in 1993, but this could only be tested since 2014. There is thus a small risk that some meters which were certified prior to 2014 may not comply, so we recommend that these be re-checked on a sample basis. A list of suspect meters is available on the TID Rollover website. A sample of such meters can be sent to the STS Association to be tested and certified.
- 4) Once the vending system has been upgraded and certified to STS Edition 2, new meters purchased should be coded to the new base date of 2014. This will be done by the meter manufacturer, but the municipality has to specify this requirement on the tender document or purchase order.
- 5) Formulate an execution plan to visit each installed meter to insert the two special "reset" tokens. This part of the process requires the most resources and should not be underestimated. Two options can be considered:
 - a) Issue the two tokens to the end customer when he does his next credit purchase. The customer then enters the two special tokens into the meter before entering the newly purchased credit token. A dedicated help-desk needs to deal with exceptions;
 - b) Make use of a dedicated task team that enters the two special tokens into each meter in the field. This method has the advantage that a technical audit can be performed on each meter and detect/remedy any fraud or faults at the same time;
 - c) A selective combination of the above two methods, depending on particular circumstances and customer demographics.

The STS Association has formed a special task team that will be available to assist and guide the users with this program. Users will be notified as soon as the necessary support infrastructure is ready for use.

Enquiries: Nhlanhla Ngidi
Tel : 012 369 8000
Fax : 012 369 8001
E-mail: nngidi@salga.org.za



A help line, guidelines and reference documents may be found on the dedicated website <https://www.tidrollover.com> or an email may be sent to tid@sts.org.za. The STS Association will also test sample meters (certified prior 2014) upon request and free of charge. Arrangements can be made by sending an email to tid@sts.org.za or via the website.

If the aforementioned problem is not rectified by November 2024 it could negatively affect the sales and revenue collection status of all municipalities using prepayment meters.

SALGA, AMEU and STSA are embarking on a campaign to remind and sensitise all Municipalities who are end-users of the STS technology of the required remedial actions in order to circumvent the said 2024 event.

Should you have any queries on this circular or need more information please do not hesitate to contact Mr Nhlanhla Ngidi at 012 369 8000 or 083 499 1999 and nngidi@salga.org.za.

Yours faithfully,

XOLILE GEORGE
CHIEF EXECUTIVE OFFICER