



Steve Tshwete  
Local Municipality

PO Box 14 | Middelburg | 1050  
Cnr Walter Sisulu Str & Wanderers Ave  
Middelburg | Mpumalanga  
T: +27 (0)13 249 7000 | F: +27 (0)13 243 2550  
council@stlm.gov.za

Hello to our valued customers in **Ward 6,8,10,11,12,13,14,15 & 16**

The software on all prepaid electricity meter will expire in November 2024, therefore your meter must be updated or you won't be able to recharge and will be without power until the meter is replaced.

The updating is done in Phases across the municipality. Only customers of Ward 6, 8, 10, 11, 12, 13, 14, 15 and 16 will receive update codes. **Customers who do not reside in these wards are not eligible for the upgrade** and will not receive the codes until their ward is scheduled for the upgrade.

**NOTE: ALL UNUSED TOKENS (vouchers purchased and stored/not loaded) MUST BE LOADED BEFORE YOU START WITH THE UPDATE. UNUSED TOKENS WILL NOT WORK AFTER THE UPGRADE AND THEY CANNOT BE REPLACED/ REVERSED / REFUNDED.**

**Follow this process to upgrade:**

1. **Load all your unused tokens(vouchers) – once upgraded the meter will not be able to load old tokens**
2. **Visit your nearest Vending outlet or Paypoint to receive your upgrade Code.**
3. **Enter the first 20-digit code and wait for it to be accepted**
4. **Enter the second 20 digit code and wait for it to be accepted**
5. **Your meter is now updated.**

Should you require assistance please call Electrical Department: **013 249 7223** or email: [dmahoney@stlm.gov.za](mailto:dmahoney@stlm.gov.za) or [Catherinem@stlm.gov.za](mailto:Catherinem@stlm.gov.za)

Yours sincerely

SM Mnguni  
MUNICIPAL MANAGER

***Don't be left in the Dark "Upgrade your Prepaid Electricity Meter"***





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