



NOTICE!

PREPAID ELECTRICITY CUSTOMERS



Time is ticking! All pre-paid meters will be affected by TID rollover on 24 November 2024. Here's what you need to know to ensure uninterrupted vending.

What is TID rollover?

The TID represents the number of minutes elapsed since the base date of 1 January 1993, which is the same for all pre-paid meters. The base date only has a life cycle of 31.9 years. After this time, the TID value will reset, that is, it will roll over to a zero value. All pre-paid meters will be affected by TID rollover on 24 November 2024.

How do I update the meter?

A meter can be updated by three methods:

A. Customer Approach

1. Ensure that all unused tokens are loaded before your meter is updated. Unloaded tokens will not be replaced.
2. Visit municipal main office (Civic Centre, 1st floor office A207) to request a 40-digit token for updating your meter.
3. Enter the first 20 digits of the token into your meter.
4. Wait 5 seconds for the meter to accept the entry, and then enter the remaining 20 digits of the token.
5. Wait for the meter to accept the second entry

B. Purchasing Approach

1. Ensure that all unused tokens are loaded before your meter is updated. Unloaded tokens will not be replaced.
2. Purchase electricity from any municipal outlets, you will receive 60 digit tokens (inclusive of your electricity token)
3. Enter the first 20 digits of the token into your meter.
4. Wait 5 seconds for the meter to accept the entry, enter the second 20 digits of the token into your meter.
5. Wait 5 seconds for the meter to accept the entry, and then enter the remaining 20 digits of the token.
6. Wait for the meter to accept the third entry, the meter will display your purchased units.

C. App Approach (S1 Connect)

1. Ensure that all unused tokens are loaded before your meter is updated. Unloaded tokens will not be replaced
2. Download S1 connect using the url or QR Code below, register on the app and a 40-digit token for updating your meter will be sent to you via SMS.
3. Enter the first 20 digits of the token into your meter.
4. Wait 5 seconds for the meter to accept the entry, and then enter the remaining 20 digits of the token.
5. Wait for the meter to accept the second entry

url: <https://bit.ly/4dcysAL>

