NOTICE: TOKEN IDENTIFIER (TID) ROLLOVER

Dear Customer,

There is a pending risk affecting all STS electricity pre-paid meters throughout the entire South Africa. The Token Identifiers (TID's) used to identify each electricity credit token will run out of available numbers on 24 November 2024, at which all electricity pre-paid meters will stop accepting credit tokens. The remedy is to enter a special set of key change tokens in order to update the software and reset the meter memory.

1. **Why Update:**

The Token Identifiers (TID's) used to identify each electricity credit token will run out of available numbers. If not updated customers will not be able to load new credits on their meters.

2. **How Prince Albert will reset Meter software:**

When customers purchase credit token, they will receive two 20-digit update codes along with their usual prepaid token.

3. **Follow 3 easy steps below:**
    1. Enter the first 20-digit update code and wait for it to accept or press enter.
    2. Enter the second 20-digit update code and wait for it to accept or press enter.
    3. Enter your usual 20-digit token to recharge your units as normal.

There are still 401 STS pre-paid meters that must be key changed. The municipality will roll-over these meters from 01 November 2024 and those customers must than follow step 3 above before they can recharge with their normal units. Should you enquire any further information, please contact Prince Albert Municipality at 023 541 1668.

09/10/2024.

Z. NONGENE
Acting Municipal Manager
11 October 2024