

All you need to know about your electricity meter box upgrade

As the software for all prepaid electricity meters in South Africa will expire in 2024, the prepaid metering software must be updated or customers won't be able to recharge their meters with new tokens and will be left without power supply.

Receiving tokens on your “next vend”

When making a purchase, customers will receive two 20-digit update codes along with their usual prepaid token. Customers who do not live in the area that is currently earmarked for updating will not be eligible to update their meters yet and will not automatically receive update codes with their normal purchase until their time comes. Update codes will be issued with purchases in areas across the metro in phases in accordance with the area schedule (see below).

Customers may follow these easy steps to enter the update codes when their area is scheduled for 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.

Frequently asked questions – Prepaid electricity meter software update (token identification update – TID)

1. Why must prepaid electricity meters be updated?

The current pre-paid electricity metering software will expire in 2024 for all prepaid electricity meters in South Africa.

Pre-paid meters must be updated, or you won't be able to recharge your meter with new tokens and won't have power supply. Updates to the software of prepaid electricity meters will happen in a phased approach ahead of the deadline. Only when an area is reached for updating, as per the schedule, will customers get the update codes with their normal purchase. Customers in an area that has not been reached yet as per the schedule, will not be eligible to update their meter yet.

2. Which meters must be updated?

All prepaid electricity meters in South Africa.

3. By when must meters be updated?

By December 2024 and it will be done in phases.

4. Will the update codes work on all types of pre-paid electricity meters?

Yes, as soon as the codes are received, but only when an earmarked area for updating has been reached in accordance with the schedule.

5. For how long are the update codes valid?

The two 20-digit update codes must be entered into the meter immediately after it has been supplied as no other recharge token will be accepted by the meter.

6. What happens if I throw away my slip, will I be able to get the two 20-digit codes again?

The customer would have to phone the Municipality to get the code, currently there is no way to get a copy at a vendor.

Take a picture of the slip; or make a note of the two 20-digit update codes.

7. Will my old unused tokens still work after the upgrade?

No, all old tokens must be entered prior to the update being completed.

8. Will my electricity meter use more electricity after the software update?

Updates to the software of prepaid electricity meters will not affect the user's electricity usage in any way as it does not affect the meter's calibration. If a resident suspects that their meter may be faulty, they are encouraged to contact us.

9. Will my electricity units disappear or decrease when the meter is updated?

No, a customer's electricity units will not be affected by the update. However, should customers have any technical issues; they are encouraged to contact the Municipality.