

Global STS Meter (Prepaid meter) change needed

STS prepaid meters use encrypted tokens to transfer units purchased onto the meters as per the STS standards and industry guidelines. Each token is encoded with a unique Token Identifier (TID), which has a limited range and will run out (rollover) on **24 November 2024**.

After this date, all STS compliant meters will stop accepting credit tokens, unless an intervention takes place. This implies that all these meters need to receive the TID Rollover Key Change with new base date before the said date.

Failing to act timeously may result in cease of income from prepaid electricity. In addition, the impact on consumers not being unable to load electricity on the meter.

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 you won't have power supply.

2. Which meters must be upgraded?

All prepaid electricity meters in South Africa. The municipality has 49 500 prepaid meters.

3. By when must meters be updated?

By **December 2024**, and it will be done in phases.

4. How do I verify whether a person coming to my home to assist me with an update is from the Municipality?

We will follow all Covid-19 health and safety protocols and our teams will carry identification and Ontec work requests. Customers may phone the municipality on 044 801 9222 or Ontec for verification on 044 873 5474.

5. If I am in line for the municipal ongoing meter replacement program (to replace old infrastructure), will the new meter be software compliant once installed? Would it need an update code?

All new meters installed will eventually be updated, but we are working through older stock now. Older stock, even though newly installed, would need to be updated. The new compliant-ready meters are in the municipality stock stores now. Some of the field staff are already updating the meters if they are on site doing a meter change or site inspection.

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

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