



STELLENBOSCH MUNICIPALITY
STELLENBOSCH·PNIEL·FRANSCHHOEK
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NOTICE 46/2024

RESETTING OF STELLENBOSCH/FRANSCHHOEK PRE-PAID ELECTRICITY METERING SOFTWARE (TID ROLLOVER):

The TID (Token Identifier) roll-over affects everyone in South Africa who owns a Standard Transfer Specification (STS) electricity pre-paid meter.

The following information will address the most common questions and concerns pertaining to the pre-paid electricity meters that are running out of digits.

What is TID (token identifier) Roll-over?

When you purchase electricity, a 20 digit code (number) is generated by the vending system. The available number range, from which this number originates, started in 1993 and will run out of numbers internationally by November 2024. When this happens, all tokens/slips will be considered as obsolete and will no longer be accepted by the pre-paid meters.

The only way to avoid a situation where you will not be able to purchase electricity after November 2024, is for your pre-paid meter to be reprogrammed and successfully complete the TID roll-over process.

The new number range will last until 2045.

What if I have tokens/slips that have not yet been entered?

Any tokens/slips that may be in your possession that have not yet been captured on your meter must be entered before any change is made as the old tokens/slips will NOT be accepted after the TID Roll-over and you will LOSE the units that you have purchased.

Any units that are on your meter will still be available after the change

STELLENBOSCH/FRANSCHHOEK TOKEN IDENTIFIER (TID) ROLL-OVER PLAN

The municipality will implement in accordance with the following plan of action:

IMPLEMENTATION OF THE UPDATE/REPROGRAMMING:

A phased approach will be used to do the roll-out. The schedule is listed below.

The first token/pre-paid slip that you receive, after the Municipality has implemented the program in your area, will contain two additional codes which need to be entered in the sequence as printed on the token/slip.

These codes must be entered **BEFORE** any other code that you may have received in the process. The other codes that you have received, will not be accepted if these codes have not been entered. This process will require about 2 minutes to complete the roll-over.

How do you know if your meter has been reprogrammed?

The token that is issued to you, has the following information on it: Your name and address; below that is your meter number and SGC (Supply Group Code), the TI (Token Identifier); KRN (Key Revision Note) and below them all the Tariffs are printed. The KRN is the indicator of the status of your meter in terms of the TID roll-over. KRN1 means that your meter still needs to be updated (reprogrammed). KRN2 means your meter has already been updated (reprogrammed).

Stellenbosch Municipality	
Receipt #	: RCT.....
Ref #	:
Pos ID	:
Retailer	:
Cashier	:
Date: ... 20..	Time: ..:..:..
Name	: Your Name
Address	: Your Address :Your Address
Meter	: Your meter Number
SGC	000402 TI: .. KRN: 1 or 2
Tariff	: Tariff applicable to you
Units (kWh)	:
Tariff	
Units kWh @ ... R/kWh	
Receipt #	: RCT.....
Units	:
Amount (Excl VAT)	R
VAT	R
0000 0000 0000	
0000 0000	
Description	Amount
Electricity (Excl VAT)	R
VAT	R
Total	R

The Key Revision Nr (KRN) on your electricity token will indicate if you are on Key Revision nr 1 or 2.

KRN 1 means that your meter still needs to be updated.

KRN 2 means that your meter is already updated.

What happens if I lose my token - will I be able to get the two 20 digit codes again?

You will have to contact the Stellenbosch Municipality to get replacement tokens. These replacements can only be issued by the Municipality.

When buying from Municipal Cashiers/Outside Vendors:

You will receive two tokens/slips when buying from municipal cashiers or external vendors. On the token/slip, the wording 'Update Meter Key' will be displayed with two codes to re-program your meter.

These codes must be entered in sequence before the standard/normal codes that you will also receive as part of the purchase.

UPDATE METER KEY			
Cashier ...			Date
			20..-.-. .:..
	Client ID	Terminal ID	
	Cashier	
Meter No	Tok Tech		ALG
0000000000	..		07
New SGC	New KRN		New TI
000402	2	..	
Old SGC	Old KRN		Old TI
000402	1	..	
	0000 0000 0000		
	0000 0000		
	0000 0000 0000		
	0000 0000		
There is a problem with your meter, please enter the above tokens to fix the problem.			
Note: You have approximately 40 seconds to enter both numbers			

Meter re-programming codes

What happens after the reprogramming of your meter?

All tokens/slips purchased prior to the reprogramming date, that were not entered into your meter, will be rejected by the meter. These tokens/slips will not be replaced by the Municipality.

Once your meter has been updated, the token/slip that you receive with your next electricity purchase will only display the normal electricity code that needs to be entered on your meter as per usual.

What if I can't update my own meter?

In the event of problems with updating your pre-paid meter, please contact the Stellenbosch Municipality during office hours (Mon – Fri from 07:30 – 16:30: 021 808 8344 (Electricity Department); Client Service: 021 808 8343, 021 808 8957, 021 808 8953, 021 808 8215. The Municipal control room after-hours number (including weekends and public holidays) can be phoned on 021 808 8999 or Whatsapp 079 622 4722.