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Office of the Municipal Manager

Our Reference / Enquiries:

Contour Prepaid -Contact Number 087 742 0459 (24/7)/Julius Mputa

12 February 2024

TO: ALL BCRM PREPAID ELECTRICITY METER USERS

The above matter refers.

As indicated in our recent IDP roadshows, the **Token Identifier (TID) roll-out project** will be rolled out from February 2024 to November 2024.

Most municipalities in South Africa are using Standard Transfer (STS) prepaid meters.

In terms of the current industry requirements, these meters are required to be reset or programmed to include the Token Identifier (TID).

TID is used to determine if a token has not already been used in a prepaid meter.

All prepaid meters that are based on STS technology will stop dispensing electricity on 24 November 2024.

Municipalities are therefore required to use TID compliant meters or program the current (STS) meters in order to be able to accept the tokens that will be issued after 24 November 2024.

These are the reasons why we are embarking on this TID roll out process.

The process to program the current meters will be as follows:

1. The meters will be scheduled for key token changes.
2. When buying electricity three (3) numbers will reflect on the token
3. These numbers have to be punched in the meter in sequence as it appears on the token
4. Once done the meter will be programmed and will be ready for November 2024 changes

The Blue Crane Route Municipality will be starting with the TID roll out process from Monday, 19 February 2024.

Contour Pty Ltd was appointed to assist the municipality with implementing this program.

Kindly note, this is not a meter replacement program and there is no payment to be made by pre-paid customers.

The attached pamphlet /flyer give residents a clear process to be followed in order to reprogram your current prepaid meter.

All prepaid vendors (point of sales) including municipal offices will be able to assist if customers are still experiencing problems with these updates.

Alternatively, you can call the following number 087 742 0459 (24/7). (Contour Pty Ltd)

We appreciate your cooperation in this regard.

Yours sincerely


M.P NINI
MUNICIPAL MANAGER

ALL PREPAID METERS MUST BE UPDATED



Tax Invoice

Vat No: 123456789
CDU Date Rec.# OPER
HLP42 15Dec2022 0010918 MAI

	Amount(R)
Test Svc Charge	0.01
Elec: 5.4	4.99
Vat on Elec:	0.65
Tariff: Test Tariff 1	
5.0 @	0.9200
0.4 @	1.0314
RECEIPT TOTAL:	5.00

METER SGC TI KRN ALG
99045001015 990419 01 2 07

TID keychange 1:

XXXX XXXX XXXX
XXXX XXXX

TID keychange 2:

XXXX XXXX XXXX
XXXX XXXX

Free entitlement: 10.0
Free Token:

XXXX XXXX XXXX
XXXX XXXX

Credit Token:

XXXX XXXX XXXX
XXXX XXXX

All STS prepaid meters
need to be updated

before Nov 2024 to continue
to work and accept tokens

Once you are selected for the update,
the **TID Key Change Tokens** will be
displayed on your receipt or SMS
with your purchase

Follow these easy steps:

- 1 Enter all unused tokens
- 2 Enter TID Key Change 1 token
- 3 Enter TID Key Change 2 token
- 4 Enter Free Token (if eligible)
- 5 Enter Credit token

**All unused tokens must be entered
before the update as they will not
work afterwards.**

If you make
a mistake, wait
10 minutes
and try again or
call our agents
for assistance

