



CITY OF CAPE TOWN
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City of Cape Town

Prepaid electricity meter software upgrade
(Token identification update)

FAQs

Last updated: 31 January 2022

Disclaimer:

This document is subject to frequent updating and should be regarded as a living document, which aims to provide clarity on the metering software upgrades.

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

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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.

Updates to the software of prepaid electricity meters will happen in a phased approach across the metro to ensure all meters are updated 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 not 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 upgraded?

All prepaid electricity meters in South Africa. The City of Cape Town has 570 000 prepaid meters.

3. By when must meters be updated?

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

4. Will all customers be able to update their meters immediately?

No.

City prepaid meters are being updated in accordance with an area [schedule](#). Only when an area is being updated as per the [schedule](#), will update codes be issued when making a purchase. Update codes will not be issued to areas not earmarked for the updating in a certain month and customers in areas that have not yet been reached for updating, will not yet be eligible to update their meters.

5. What should I do when my area has been earmarked for updating but I have not received my update codes yet?

The prepaid electricity meter software update takes place in a phased manner within the various earmarked areas. Please give the City some time to reach your specific area.

It is important to note that the system does not automatically issue residents their update token on the first of the month, but can do so any time during that month with a purchase.

If you only purchase electricity once a month and did not receive your update token, then the update token will be made available to you with your next purchase in the following month.

6. How should meters be updated?

Most customers prefer updating their own meters. You will be able to update your own meter easily when making an electricity purchase.

When making a purchase from 1 November 2021 in the Atlantis, Pella and Mamre areas (and then subsequent areas on the [schedule](#)), two 20-digit update codes will be included, along with the usual electricity token as soon as the programme is in your area and you are eligible for the update.

Please see [schedule](#), which is also available on www.capetown.gov.za.

Follow the easy steps below to enter your update codes WHEN your area is scheduled for the update:

- Enter the first 20 digits update code and wait for it to accept.
- Enter the second 20 digits update code and wait for it to accept.
- Enter your 20 digits token to recharge your units as normal.

7. Will the update codes work on all types of prepaid 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](#).

8. For how long is 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.

9. What happens if I throw away my slip, will I be able to get the 40 digits again?

You will have to call the City to get the code. Currently there is no way to get a copy at a vendor.

10. What if I can't update my own meter?

City teams are visiting areas across the metro according to a [schedule](#) over the next two years. They started in Atlantis, Mamre and Pella and will move to the areas on the [schedule](#) over time.

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

We will follow all Covid-19 health and safety protocols and our teams will carry identification and work order numbers. Customers may phone the City's Call Centre for verification.

12. If my area is not on the schedule, will areas be visited again?

We plan to go area by area and then at a later date revisit any meters that are not complete regardless of the area. This mop up operation is currently planned for later 2023 and early 2024.

13. I am in line for the City's ongoing meter replacement programme (to replace old infrastructure), will the new meter be software compliant once installed? Would I need to update the code?

All new meters installed will eventually be updated, but we are working through older stock at the moment. Older stock, even though newly installed, would need to be updated. The new compliant-ready meters are in the City 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.

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

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

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

Updates to the software of City 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.

16. Where do I find the work schedule and the schedule for when updated tokens will be issued per area?

The [schedule](#) is available on www.capetown.gov.za