



CITY OF CAPE TOWN  
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## CITY OF CAPE TOWN

28 FEBRUARY 2022

### MEDIA RELEASE

## City teams on standby to help update prepaid electricity meters in Durbanville areas

*The software for all prepaid electricity meters in South Africa will expire in 2024. 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. The City is following a phased approach. Area by area is being earmarked for updating. Customers in a specific area will receive two update codes with their purchase when their time comes. If the City has not reached an area, and customers have not received the update codes with their electricity purchase, they are not yet due for the update. Customers in the Durbanville, Eversdal, Kenridge, Welgemoed and Joostenberg Vlakte areas are able to update their electricity meters from 1 March 2022. Please give us some time to reach your area and wait until you see the codes with your purchase. Eligible customers will notice they are due for the update when they make a purchase and see the update codes. City teams will be on standby in these areas in March and April to assist customers if required. Read more below:*

#### **Do it yourself**

When making a purchase, customers in Durbanville, Eversdal, Kenridge, Welgemoed and Joostenberg Vlakte 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.

**Most customers prefer updating their own meters. Those who require assistance are encouraged to contact the City by:**

- **SMS:** 31220
- **Email:** [power@capetown.gov.za](mailto:power@capetown.gov.za)
- **Phone:** Call Centre: 0860 103 089

### **City teams on standby to assist if required**

City teams are standing by to assist households with the updates. All Covid-19 health and safety protocols are being followed during home visits. Teams carry identification and work order numbers. Phone the City's call centre for verification.

The areas earmarked for the next phase of the upgrade from 1 May 2022 to 30 June 2022 are Maitland, Epping, Kalksteentfontein, Langa and Pinelands.

### **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 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 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. The City has 570 000 pre-paid 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. How should meters be updated?**

Most customers prefer updating their own meters. They are able to easily update their own meters when making an electricity purchase.

When making a purchase from 1 February 2022 in the Goodwood, Parow, Platteklouf 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 will be available soon on [www.capetown.gov.za](http://www.capetown.gov.za).

**Follow these easy steps 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.**

### **6. 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.

### **7. 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.

### **8. 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 City 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.

### **9. 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.

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

All Covid-19 health and safety protocols will be followed and teams will carry identification and work order numbers. Customers may phone the City's Call Centre for verification.

### **11. 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 late 2023 and early 2024.

**12. 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?**

New meters installed will eventually all be updated but we are working through older stock at the moment and the 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.

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

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

**14. Where do I find the work schedule for when update tokens will be issued per area?**

The schedule is available on the City's website [here](#).

**15. 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.

**16. 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.

**TOKEN IDENTIFIER ROLL-OUT PLAN: KEY CHANGE TOKEN PROJECT SCHEDULE**

AREA	PERIOD IN WHICH KEY CHANGE TOKENS WILL BE ISSUED
Atlantis	November – December 2021
Mamre	
Pella	
Blaauwberg	January 2022
Melkbosstrand	
Milnerton	
Parklands	
Table View	
Goodwood	February 2022
Parow	
Platteklouf	
Durbanville	March – April 2022
Eversdal	
Kenridge	
Welgemoed	
Joostenberg Vlakte	
Maitland	May – June 2022
Epping	
Kalksteenfontein	
Langa	
Pinelands	
Airport/Crossroads	July – August 2022
Bishop Lavis	
Delft	

Elsies River	
Gugulethu	
Brackenfell	September – October 2022
Kraaifontein	
Kuils River	
Avalon Estate	
Vredeloof	
Bellville	
Blackheath	
Blue Downs	
Eerste River	
Rondebosch	January – February 2023
Newlands	
Hanover Park	
Camps Bay	
Cape Town	
Green Point	
Sea Point	
Signal Hill/ Table Mountain	
Observatory	
Paarden Eiland	
Athlone	
Manenberg	
Bergvliet	May 2023
Constantia	
Diep River	
Hout Bay	

Plumstead	
Wynberg	
Cape Point	June 2023
Fish Hoek	
Kalk Bay	
Kommetjie	
Muizenberg	
Noordhoek	
Ocean View	
Simon's Town	
Tokai	
Khayelitsha	
Macassar	
Mitchells Plain	July – August 2023
Grassy Park	September – October 2023
Ottery	
Pelican Park	
Philippi	
Gordons Bay	November 2023 – December 2023
Helderberg	
Sir Lowry's Pass	
Somerset West	
Strand	

**Again: it must be noted that only when**

**a specific area is reached as per this schedule, will UPDATE codes be issued with the normal electricity token when a purchase is made.**

**End**

**Issued by: Media Office, City of Cape Town**

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