Frequently Asked Questions

TID Frequently Asked Questions
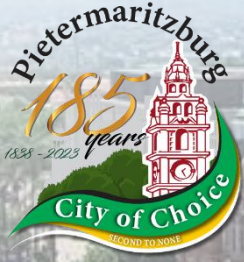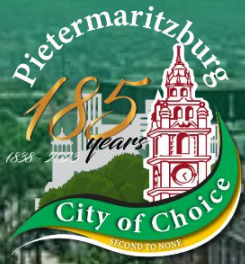
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TID FREQUENTLY ASKED QUESTIONS

Why must prepaid meters be updated?

There is a **"clock"** in the meter that will roll over much like an odometer in a car. This will occur in **November 2024**. This clock is called a **Token Identifier (TID)**. The meter clock, therefore, needs to be reset through a special set of tokens. This process has been called the **TID Rollover**.

Which prepaid meters must be updated?

All STS prepaid meters that have a base date of 1 January 1993.

Many meters on this base date have a key revision number (KRN) of 1.

By when must meters be updated?

All meters need to be updated before **24 November 2024**.

Will all customers receive the TID Key Change Tokens (update tokens) to update their meters immediately?

The Msunduzi Municipality will follow a phased approach. Customers will only receive their TID Key Change Tokens once they are selected and scheduled for the update. This is done to manage the impact in a controlled manner.

Customers are able to receive their TID Key Change Update Tokens immediately upon request to update their own meters by using the USSD channel. Dial ***120*4885#,** select **option 1** TID Rollover Menu and follow the prompts.

How should meters be updated and what to expect?

There is a specific order in which the meter must be updated to avoid any token issues. Once a purchase receipt is received with the TID Key Change Update Tokens, follow these steps:
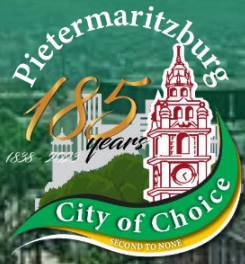
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Important to Note:

1. Enter all unused tokens (including Free Tokens)

All unused tokens must be entered before the meter is updated. These are tokens that were generated on the old base date and will have KRN1 on the receipt. The reason for this is that once the meter is updated, these older tokens will not be accepted by the meter.

The value of these tokens will be lost and cannot be refunded as there is no way to verify if the token was entered into the meter.

2. Enter the first 20-digit update token (labelled TID Key Change 1) and wait for the meter to accept the key change

Note the units on the meter. There will be **no change** in the units after the key change token has been entered. The output is dependent on the meter manufacturer.

Normally, a display prompt such as "Good", "Set", "Key Change 1" etc. may appear, the signal bar may run up and down or the meter may just beep to indicate the token has been accepted. If there are no error codes and the meter returns to the main screen normally, the token has been accepted.

3. Enter the second 20-digit update token (labelled TID Key Change 2) and wait for the meter to accept the key change

Note the units on the meter. There will be **no change** in the units after the key change token has been entered.

The output is dependent on the meter manufacturer. Normally, a display prompt such as "Good", "Set", "Key Change 1" etc. may appear, the signal bar may run up and down or the meter may just beep to indicate the token has been accepted.

If there are no error codes and the meter returns to the main screen normally, the token has been accepted. The meter has now been successfully updated to KRN2.
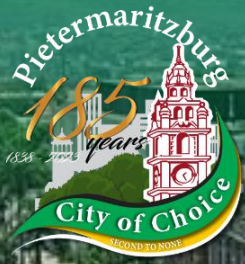
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Important to Note:

4. Enter the EBSST/FBE ("free token") that is issued to indigent customers before the credit token

The **EBSST/FBE token** must be entered **first** into the meter as this is the oldest token and has the smallest TID.

If it is not entered before the credit token, it may be rejected afterward and the value of the units may be lost for the first month.

The units on the meter will change once the token is accepted.

5. Enter the credit token that has been purchased last

The units on the meter will change once the token is accepted.

What if I have not received my TID Key Change Update Tokens yet my area has been scheduled for the update?

The system will only issue the TID Key Change Update Tokens once the specified date has been passed. The date specified may not be the first of the month.

The system does not automatically issue the TID Key Change Update Tokens on the first of the month, but will do so any time after the specified date has passed.

If you only purchase electricity once a month and did not receive your TID Key Change Update Tokens, then they will be generated and displayed with the next purchase in the following months until they have been delivered to you.

How long are the TID Key Change Update Tokens valid for?

The TID Key Change Update Tokens **do not expire**. However, no subsequent EBSST/FBE or credit tokens will be accepted by the meter until the meter is updated with the tokens.
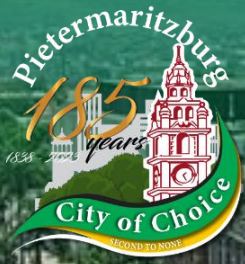
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What should I do if I lose the receipt with the TID Key Change Update Tokens?

The TID Key Change Update Tokens can be retrieved by doing any one of the following:

- Ask the vendor from whom the token was purchased to do a reprint. This will only work if you have not purchased again after losing the receipt.
- Call the Contact Centre and ask for the TID Key Change Update Tokens
- Use a self-service channel to retrieve the TID Key Change Update Tokens

What should I do if I cannot update the meter?

Contact the **Contact Centre** first before approaching the Municipality.

You should be in front of your meter where you will be able to see your meter number as well as the type of meter or manufacturer.

The agent will ask questions to assist problem solve the issue which may involve entering in tokens as well as short codes into the meter to retrieve information.

If this cannot be resolved telephonically and you believe there is a problem with your meter, you will need to call the Municipality to schedule an on-site visit by a technician or electrician.

How can I check if the meter has been updated correctly without entering a token?

Depending on the meter manufacturer and type, a short code can be entered into the meter to display the key revision number and key type.

Each manufacturer has a different code for their meters (see overleaf).

If the meter displays the key revision number as 2, then the update was successful.

If the meter displays the key revision number as 1, then the meter still needs to the updated.
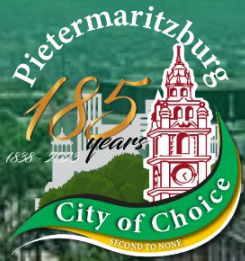
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Some examples of the short codes for common meter manufacturers are:

MANUFACTURER	Landis+Gyr	MANUFACTURER	Conlog
MANUFACTURER CODE	07	MANUFACTURER CODE	04 or 12
LOGO	Landis Gyr+	LOGO	CONLOG
METER SHORT CODE	Press "i" and enter 057	METER SHORT CODE	Press #005#
EXPECTED DISPLAY FOR SUCCESSFUL METER UPDATE	The meter should show: 2.2 indicating the key revision number of 2 and key type 2	EXPECTED DISPLAY FOR SUCCESSFUL METER UPDATE	The meter should show: r2:t2 indicating the key revision number of 2 and key type 2

MANUFACTURER	Hexing Electrical	MANUFACTURER	Itron
MANUFACTURER CODE	14	MANUFACTURER CODE	01, 48, 88
LOGO	HEXING	LOGO	Itron
METER SHORT CODE	Press 873	METER SHORT CODE	Press 04 and then ↵
EXPECTED DISPLAY FOR SUCCESSFUL METER UPDATE	The meter should show: 2 indicating the key revision number of 2	EXPECTED DISPLAY FOR SUCCESSFUL METER UPDATE	The meter should show: 2.2 indicating the key type 2 and key revision number 2 **Note: the key revision number is displayed second**

MANUFACTURER	Inhemeter
MANUFACTURER CODE	01, 48, 88
LOGO	INHEMETER
METER SHORT CODE	Press 005
EXPECTED DISPLAY FOR SUCCESSFUL METER UPDATE	The meter should show: 2.2 indicating the key revision number of 2 and key type 2

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