

CENTLEC (SOC) LTD

TOKEN IDENTIFIER (TID) ROLLOVER

INTRODUCTION

CENTLEC (SOC) Ltd, is currently embarking on the initiative to upgrade prepaid meter software by changing meter coding as per the international Token Identifier (TID) rollover facing all prepaid customers globally.

The current meter software is expected to expire in the year 2024, and any meter that has not been re-coded by 24th of November 2024, will not be able to upload prepaid tokens. This will leave customers without any electricity supply.

1. What is Token Identifier (TID)?

The Token Identifier (TID) is a token identification code used to uniquely identify each token that is generated.

2.. What is TID Rollover?

The TID is calculated from a given base date and has a life span of 31.9 years, after which the meter will not accept new tokens.

3. Why CENTLEC has to change/update the TID memory on the meter?

At the end of its life the TID memory in the meter has to be reset (also known as TID rollover) and the meter key has to be changed to prevent old tokens from being used again.

4. Project Rollout Plan

CENTLEC is currently implementing the project in Mangaung Metropolitan Municipality and other municipalities where we offer our services. The project officially started on the 1st of June 2023. The change will be implemented at no cost to the customers, who will be furnished with details about the project through various communication and community platforms.

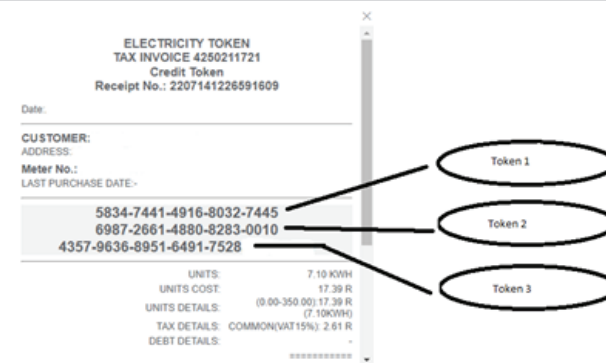
Customers are advised that all the old tokens which have not been entered into the meter are inserted into the meter before the firmware update tokens are entered. Other wise the meter will not accept the old tokens after the firmware updates are done.

5. Project Rollout Plan

The customer must take into consideration the following elements in order to ensure that the process of updating the system hassle-free.

Once the update is activated on the system by our ITC department, the customers will receive Three (3) tokens with their first purchase or with any engineering token (Tamper Reset, STS, Clear Credit, etc.) being generated on the system before the first purchase and these tokens must be entered into the meter in the sequence which they appear on the receipt.

Once all Three (3) tokens have been entered then the meter will load the customer's credit and the update will be complete. Normal purchasing and inserting of tokens will resume after this process, meaning that the Three (3) tokens will only be generated once to initiate the update.



Refer to the image above for an illustration of the tokens.

6. What will happen with the credit that is on the meter once the STS Version is changed?

The credit that are on the meter during the update will not be affected.

7. What will happen with the tokens that were never used after the meter firmware upgrade?

It is the responsibility of the customer to ensure that all tokens purchased before the firmware update are loaded on the meter. Once the update is done, the meter will not accept the tokens purchased before the update.

FOR MORE INFORMATION REGARDING THE CENTLEC TID ROLLOVER, PLEASE CONTACT US ON THESE NUMBERS:

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