

Contact Person: L. Mamatu	Date: 28 October 2024
E-mail: lele.mamatu@centlec.co.za	Tel: 051 409 2718 Fax: 051 xxxxxxxx
Our Ref.: TID Deadline Extension	Your Ref.:

MEDIA STATEMENT: TID DEADLINE EXTENSION

CENTLEC(SOC) Ltd would like to clarify and rectify the previous countdown message regarding the Token Identifier (TID) Rollover deadline. The countdown message circulated on various Social Media Platforms indicated that an extension for the TID Rollover has been granted and extended to the 31 May 2025.

We would like to emphasize that the deadline for the TID rollover remain the 24 November 2024. Circular- 2024 issued by the South African Local Government Association (SALGA) on the 30 September 2024 states that the postponement of the deadline to 31 May 2025, only applies on the generation of key change tokens. Therefore, all prepaid meters that have not yet being upgraded by the 24th of November 2024, will not be able to upload prepaid tokens.

So far we had received many questions from our customers seeking to verify if indeed their prepaid meters have been duly converted from KRN 1 to KRN 2 as it has been mentioned in the messages, voice notes and videos circulating on various social media platforms. These messages are directed to ESKOM customers and not CENTLEC customers.

CENTLEC customers are encouraged to ignore any form of communication which does not bear any official CENTLEC letterhead or brand image and concentrate only on information circulated via our platforms. Our personnel are readily available assist customers with any type of query.

More than 80% of our prepaid meters have already being upgraded and only few are still outstanding. We appeal to all customers who have not yet upgraded their meters to do so by simply purchasing electricity units. In case where a customer's meter has not yet been upgraded, when they purchase electricity units, they will receive three sets of 20-digit codes, with the last one being the unit token code. If all three sets of tokens are accepted, the meter has been successfully upgraded.

We apologize for any misunderstanding created by the previous countdown message. For more information regarding the CENTLEC TID Rollover, please contact us on the following numbers: 051 409 2316 or send a WhatsApp message to 065 801 3303 (No Calls)

Ends.

Issued by Communications and Marketing.

Lele Mamatu
CENTLEC Spokesperson
Tel: 051- 412 2718
lele.mamatu@centlec.co.za