



## Evergreen Broadacres

Dear Prepaid Client.

On Thursday 1 August 2024, Voltano Metering will implement the TID rollover. Below please find important information and steps to follow regarding the TID rollover.

### Frequently Asked Questions

#### What is TID (token identifier) roll over?

The code that is generated when you buy electricity is calculated from a base dated 1994. The available number range will run out in November 2024. To avoid a situation where you cannot top up at that time, your pre-paid meter must be reconfigured.

#### What if I have tokens that have yet to be entered?

Any unused tokens **MUST BE** entered before **1 August 2024** (midnight 31 July 2024) before any change is made, as the old tokens will not be accepted after your meter has been reconfigured. Any units that are on your meter will still be available after the change (meter reconfiguring). **Please do not purchase any tokens on 1 August 2024!**

#### How will the change be made?

With your first token purchase on or after **2 August 2024**, you will receive a token with three codes on it. These codes need to be entered in the same sequence as printed on the token:

SMS 1:	
Ref: V <a href="#">464866104</a>	
Amt: R <a href="#">100.00</a>	← Amount purchased
U: <a href="#">37.40 kWh</a>	← kWh received
<a href="#">0256 0981 8857 1295 6297</a>	← First code (key change 1)
<a href="#">0329 6154 6299 1104 9939</a>	← Second code (key change 2)
Debt: R0.00	
Charges: R0.00	
Query? <a href="#">0860 288 673</a>	
SMS 2:	
Ref: V <a href="#">464866104</a>	
SMS 2: Enter tokens on SMS 1 before entering these tokens.	
<a href="#">1096 5732 8431 2196 4740</a>	← Third code - Actual credit token
Query ? <a href="#">0860 288 673</a>	

(First enter code 1 (key change 1) then enter code 2 (key change 2) and then enter code 3 (credit token)).

#### Who is affected by this?

This change affects every pre-paid STS meter globally and is not limited to Voltano meters.

#### Steps to follow when purchasing 3 token vouchers:

- Make sure all previously bought vouchers are punched in before starting this process.
- Punch in the first token in on your meter, wait for it to be accepted before continuing.
- Punch the second code in on your meter, wait for it to be accepted before continuing.
- Punch the third (last) token in (this is your recharge token).

Should you experience any problems or if you do not receive three codes with your first purchase on or after 1 August 2024, please contact our office for assistance on 086 186 5826.