

Time is ticking! All pre-paid meters will be affected by **TID rollover** on **24 November 2024**. Here's what you need to know to ensure uninterrupted vending.

What is TID?

All pre-paid meters have a Token Identifier – **TID** for short – that identifies the date and time when pre-paid electricity was purchased. The **TID** determines if a token has already been used to load electricity and thus ensures that tokens cannot be used more than once.

What is TID rollover?

The **TID** represents the number of minutes elapsed since the base date of 1 January 1993, which is the same for all pre-paid meters. The base date only has a life cycle of 31.9 years. After this time, the **TID** value will reset, that is, it will roll over to a zero value. All pre-paid meters will be affected by **TID rollover** on **24 November 2024**.

How do I get ready for TID rollover?

All pre-paid meters must be updated before **24 November 2024** to ensure uninterrupted vending.

How do I update the meter?

A meter can be updated by two methods:

A. Field Approach

1. **Ensure that all unused tokens are loaded before your meter is updated. Unloaded tokens will not be replaced.**
2. An Erongo RED employee or an appointed contractor with a valid identification card will update your meter. A detailed schedule of when Erongo RED will conduct meter updates in your town/area will be communicated on all media platforms.

B. Customer Approach

1. **Ensure that all unused tokens are loaded before your meter is updated. Unloaded tokens will not be replaced.**
2. Visit or call any Erongo RED office to request a 40-digit token for updating your meter.
3. Enter the **first 20 digits** of the token into your meter.

4. Wait 5 seconds for the meter to accept the entry, and then enter the **remaining 20 digits** of the token.
5. Wait for the meter to accept the second entry.
6. Test if your meter is updated.

How do I test if my meter is updated?

Enter **#005#** on the keypad of your pre-paid meter. A code will appear on the screen to indicate the meter's status:

Updated  **DONE** = **2 2** or **r2:t2**

Not updated  **NOT DONE** = **1 2** or **r1:t2**

If the meter is not updated, repeat steps 3 – 6 for updating your meter.

What happens if a pre-paid meter is not updated?

All pre-paid tokens generated after **24 November 2024** will be rejected and you will not be able to recharge credit on the meter.

TID ROLLOVER

Will I lose existing credit on my meter when I update my meter?

No, you will not lose your existing credit when you update your meter.

Will I lose pre-paid tokens that have not been entered before I update my meter?

Yes. After updating your meter, you will not be able to use any old pre-paid tokens. Therefore, please ensure that you enter all old pre-paid tokens before you update your meter.

Can I request the 40-digit TID token from other power utilities?

No. If you are an Erongo Region customer, you can only obtain the **40-digit TID token** from Erongo RED.

For more information, please visit your nearest Erongo RED office or call **96000** (toll-free).

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TID ROLLOVER

YOUR QUESTIONS ANSWERED

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