

ALL PREPAID ELECTRICITY METERS **MUST BE UPDATED**

Important information for our valued customers in **Darling, Malmesbury, Moorreesburg, Ongegund & Yzerfontein.**



The software for all prepaid electricity meters in South Africa will expire in November 2024. Prepaid electricity meters must be updated, before November 2024 or you won't be able to recharge your meter with new tokens, and you will be without power supply.

The updating of meter software will be done in phases across the Swartland Municipality electricity supply area. **Residents of Abbotsdale, Chatsworth, Kalbaskraal, Koringberg, Riebeek Kasteel, Riebeek Wes, & Riverlands are direct ESKOM clients and your updates will be managed and communicated by ESKOM.**

Municipal teams assisted by **ONTEC** will be visiting all households to update the meter software.

For your safety and security, teams assisting customers in the field will present identification cards to clearly identify authorised personnel. Please contact Swartland Municipality for verification.

To update the meter software, the field technician will enter two **20-digit token numbers** along with a test token to ensure that the meter is updated successfully. Before the technician enters the above tokens, make sure that all outstanding electricity tokens are loaded onto the meter. **Any unused old tokens cannot be used after this update.**

Once the field technician has completed the above, the meter software will be updated.

Should there be any issues with future electricity tokens, please contact Ontec for assistance:

Call Centre: (021) 928 1800

24 hour toll- free number: 080 006 0039

24-hour WhatsApp Line: 066 482 8945

Email: servicedesk@ontec.co.za

For more information visit www.swartland.org.za

