

ALL PREPAID ELECTRICITY METERS **MUST BE UPDATED**



Hello to our valued customers in Atlantis, Pella and Mamre

The software for all prepaid electricity meters in South Africa will expire in 2024.

Prepaid electricity meters must be updated or you won't be able to recharge your meter with new tokens; and you'll be without power supply.

The updating of meters is being done in phases across the metro, starting off with Atlantis, Pella and Mamre.

Customers who don't live in the Atlantis, Pella and Mamre areas will not be eligible to update their meters yet and will not automatically receive update codes with their normal electricity purchase.

Do it yourself

When your area is being updated in accordance with the update schedule, you will get **two UPDATE codes** with your purchase.

Follow these easy steps to enter your update token:

1. Enter the first 20-digit update code and wait for it to be accepted.
2. Enter the second 20-digit update code and wait for it to be accepted.
3. Enter your usual 20-digit token to recharge your units as normal.

Most customers prefer updating their own meters. If you need assistance, contact us:

- SMS: 31220
- Email: power@capetown.gov.za
- Call centre: 0860 103 089

City teams on standby to assist if required

City teams are standing by to assist households with the updates. All Covid-19 health and safety protocols are being followed during home visits. Teams carry identification and work order numbers. Phone the City's call centre for verification.

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