

# KRNRollover Media Briefing



# Welcome





## KRN ROLLOVER – MEDIA BRIEFING FROM 10:00-12:00

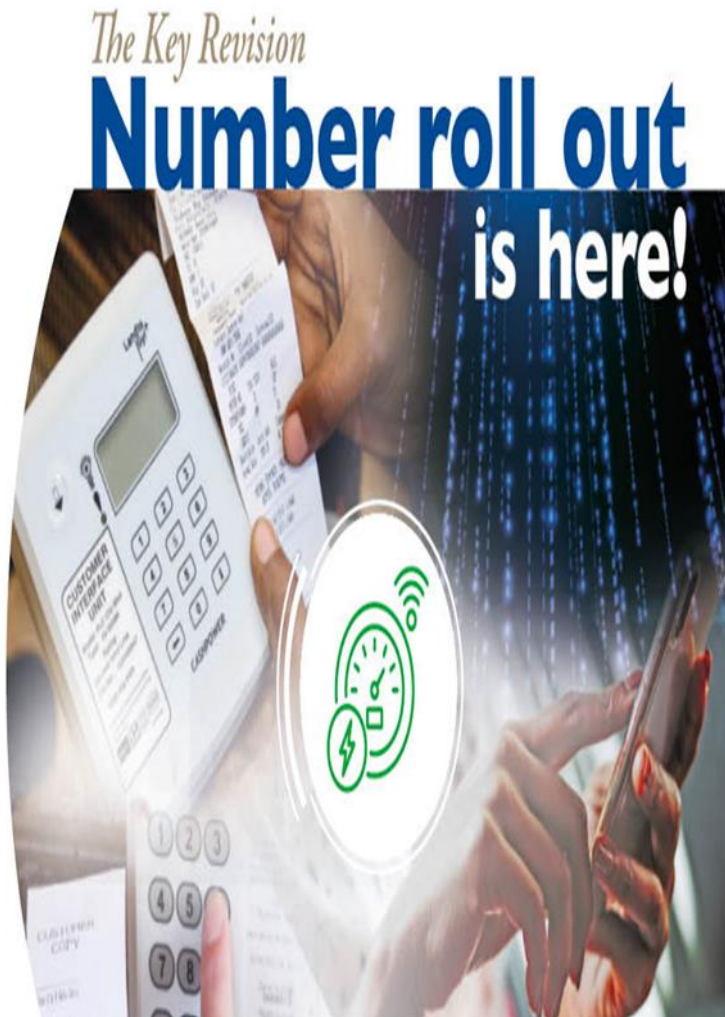
Time	No.	Subject	Sponsor / Presenter
10:00 - 10:05	1.	Opening & Welcoming	Daphne Mokwena
10:05 - 10:10	2.	Safety & Evacuation Procedure	Rudi Kruger
10:10 - 10:30	3.	KRN Rollover Strategy	Velaphi Ntuli
10:30 – 10:45	4.	KRN Progress Update	Portia Papu
10:45 – 11:00	5.	Communication channels & Support	Dade Mbhele
11:00 - 12:00	6.	Q & A	Daphne Mokwena

# Key Revision Number Rollover Media Briefing

General Manager Operations Enablement: Velaphi Ntuli

19 October 2023





- Eskom has over 6.8 million meters that require to be recorded so they can continue to function properly
- All Standard Transfer Specification (STS) compliant prepayment meters will be affected by TID roll over on the 24/11/2024.
- Over the last few years, Eskom-Distribution has been preparing for the project implementation
- Based on the results of the “soft” roll out, Eskom is confident that the project will be successfully implemented and on time

1

## **Deployment Approach**

Distribution has opted for a more cost-effective option of a “DO IT YOURSELF (DIY) approach. Customers are properly guided on how to obtain and load the required Key Change Tokens in their prepaid electricity meters.

2

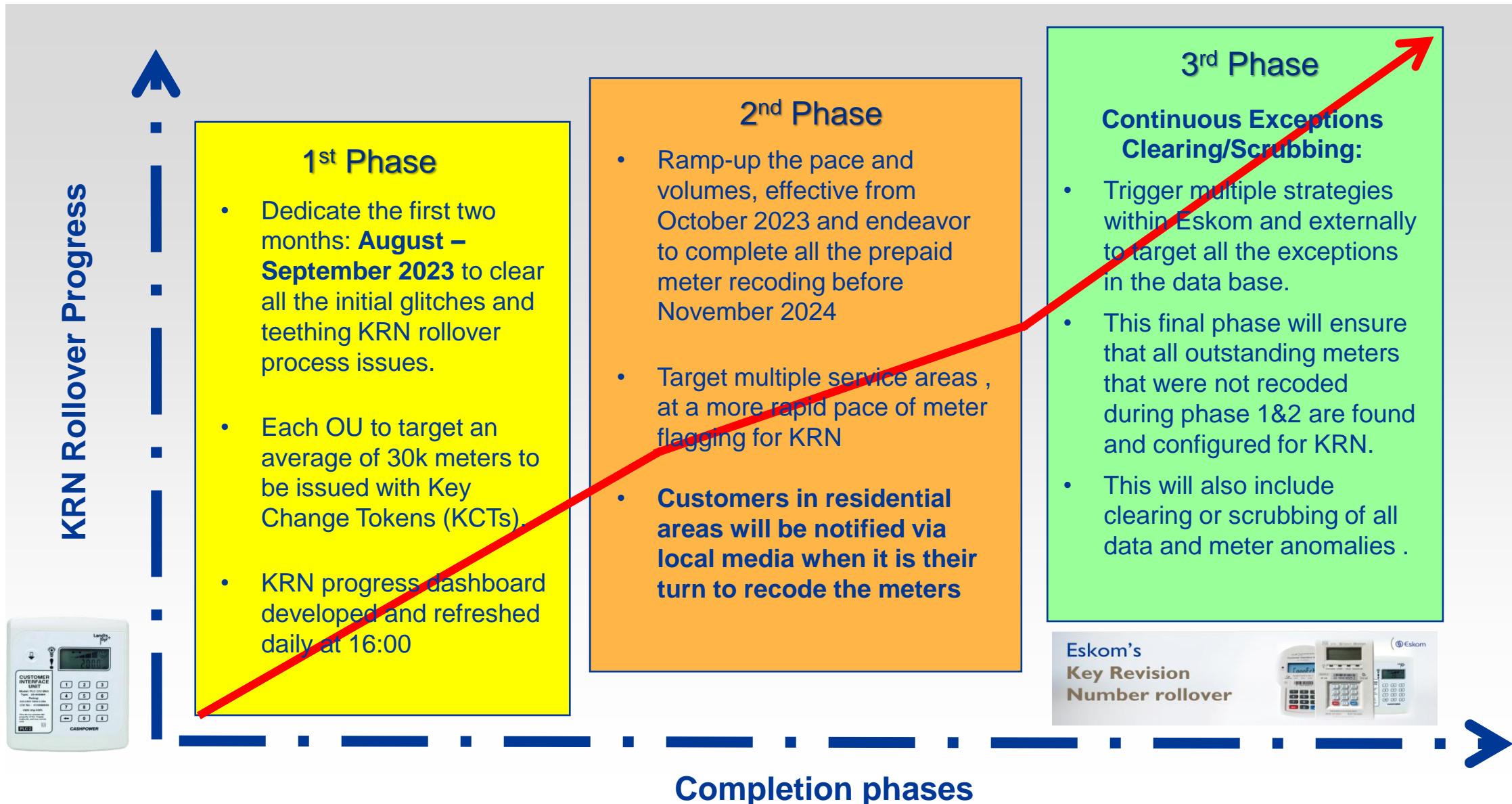
## **Deployment Process**

Customers will be issued with a pair of key change tokens at the time when they purchase their normal top-up prepaid electricity via any of the Eskom approved vending channels and outlets

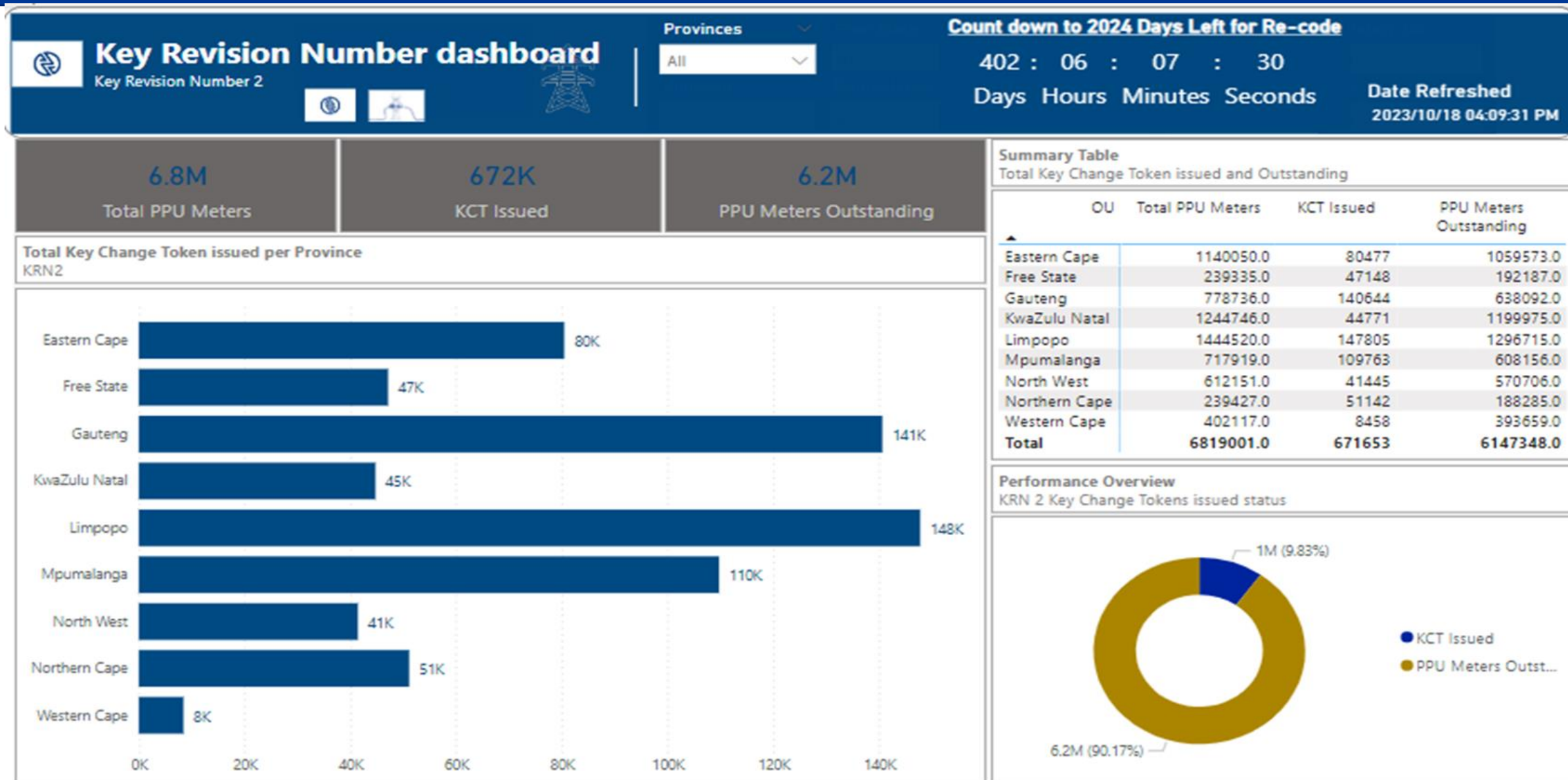
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## **Deployment Support**

Communication campaign using regional radio live reads, community print and radio notices, radio interviews, newspaper and radio articles, leaflets, posters, Facebook, X posts, You Tube videos, community forums, customer communiques, Eskom WhatsApp channel.



# KRN rollover tracking dashboard – 18 October 2023



- The process of buying electricity has not changed and customers will still be able to use their preferred or convenient vending channels and outlets.
- Customers will still be able to buy electricity from major banks, online platforms, fuel-filling (service) stations, prepaid electricity vending agents and retailers across the country.

Type of Vending Outlet	Number of Vending Outlets
National Retail Stores	10 326
Bank ATMS	33 356
Service Stations	3 713
Total Sub-Agents	48 295
<b>Grand Total</b>	<b>95 690</b>

**Retail outlets**



**Available Mobile Channels:**

- Mobi –sites
- Mobile Apps
- USSD Strings



**Internet Purchase Options:**

- Bank websites
- Vending Agencies
- Internet Service Providers




**Eskom**

*Your prepaid meter requires*

# recoding

*to continue working*



**All prepaid meters require recoding as their existing TID code will expire in Nov 2024. If no action is taken, your prepaid meter will not roll over to the new code. It will also not accept the tokens you buy as the meter code would have expired.**

**Eskom is conducting a do-it-yourself rollover. You will be able to recode your own meter by punching in two additional 20-digit key change tokens. These tokens will be provided by your electricity vendor when you purchase top-up tokens.**

**Eskom will notify you via local media when it is your turn to recode your meter.**

**NB: Before you recode your meter, key in all your pre-purchased tokens, because any pre-purchased tokens WILL NOT load after recoding.**

*Here's how to recode your meter*

**Get your two recode tokens from your electricity vendor when Eskom prompts you that your area is being rolled over.**

1. Key in the first 20 digits of your recode token and wait for it to be accepted.
2. Key in the second 20 digits of your recode token and wait for it to be accepted.
3. Very important! Key in the 20 digits of your purchased token to recharge your meter.

**After keying in your recode tokens, key in any other tokens you may have received eg free basic electricity tokens. Your recode is successful when your normal, purchased prepaid electricity top-up tokens load successfully.**



**For more information call 08600 37566  
or visit [www.eskom.co.za/distribution/key\\_register-number](http://www.eskom.co.za/distribution/key_register-number)**

Bakken-Haiberg SDC Ltd. Reg No. 205501/01527300 June 2022



Gauteng Cluster

A Newsletter for Eskom Customers

September 2023

# Eskom Rolls Over Key Revision Number 2 (KRN) In Vosloorus

The roll over of prepaid meters to the new Key Revision Number 2 (KRN) will be implemented in Vosloorus Extensions 11 and 23 on **Friday, 15 September 2023**. Customers are required to recode their meters to the new KRN. Before the meter is recoded, all pre-purchased tokens must be loaded into the meter as these will not work after recoding.

To recode the meter, customers should purchase recharge electricity tokens from registered vendors such as supermarkets and not online. When purchasing electricity tokens, customers will receive three 20-digit numbers. Key change tokens will be dispensed from the vendors where customers buy electricity.



## Three easy steps to recode your meter to the KRN 2 code

<p><b>1</b></p> <p>Enter the first 10 digits of the token and wait for it to be accepted.</p>	<p><b>2</b></p> <p>Enter the second 20 digits of the token and wait for it to be accepted.</p>	<p><b>3</b></p> <p>Enter the third 20 digits of the purchased token to complete the recoding.</p>
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This is a Do It Yourself (DIY) initiative and there is no charge. No Eskom staff member or supplier will come to your home to charge you for the recoding or under the pretext that they want to help you recode your meter. You should report it to Eskom if anyone wants to charge you to recode your meter.

It is important for customers in Vosloorus Extensions 11 and 23 to note that as from Friday, 15 September 2023, should they not recode their meters, the meters will stop accepting new credit tokens.

**Disclaimer:** Please note that, should circumstances beyond the control of Eskom arise, the planned roll over may not proceed as communicated.



Use the following channels to contact Eskom:


- Download the self-help 'MyEskom Customer' app
- Access the Afford Chatbot via the link <http://AffordEskom.co.za/chatbotroom>
- All related enquiries can be checked online at [eskonline.eskom.co.za](http://eskonline.eskom.co.za)
- Call Eskom Contact Centre on 0800 375561, Monday to Saturday from 08:00 – 16:00.

Developed by: Gauteng Communication & Stakeholder Management





Eskom Holdings SOC Limited (Reg No. 2020/010527/35)



# CONNECT

Gauteng Cluster


A Newsletter for Eskom Customers

August 2021

## Recode Your Meter To The New KRN2

Eskom in Gauteng is implementing the roll over of prepaid meters to the new Key Revision Number 2 (KRN). When the roll over is implemented in your area, all pre-purchased tokens must be loaded into the meter as these will not work after recoding. To recode your meter, purchase recharge electricity tokens from registered vendors such as supermarkets and not online. When purchasing electricity tokens, you will receive three 20-digit numbers which you will use to recode your meter.

### Three Easy Steps To Recode Your Meter



**UPDATE METER KEY**

Distribution: 4740101558  
Date: 2020/08/04 03:07:32 PM  
Description: Any change  
Client ID: 6044708241722  
Meter No: 07107043588  
Token ID: 02  
New KRN: 2  
Max Pre Pay: 13.2

**Step 1:** Enter the first 20 digits of the token and wait for it to be accepted.

**Step 2:** Enter the second 20 digits of the token and wait for it to be accepted.


**Step 3:** Enter the third 20 digits of the purchased token to complete the recoding.

**Token Numbers:**  
2383 4741 2077  
0825 0241  
5055 2033 5059  
3323 9967  
4602 2569 9350  
5779 3439

Use the following channels to contact Eskom:


- Download the self-help 'MyEskom Customer' app
- Access the Alfred chatbot via the link <http://alfred.eskom.co.za/chatroom>
- BS-related enquiries can be checked online at [eonline.eskom.co.za](http://eonline.eskom.co.za)
- Call Eskom Contact Centre on 80000 37556, Monday to Saturday from 08:00 – 16:00.


Developed by: Gauteng Communication & Stakeholder Management



Eskom

**Infographic videos on social media and website**





## Prepaid meter customer?

### What is the Key Revision Number Rollover?

The Key Revision Number (KRN) or the Token Identifier (TID) Rollover Programme is a prepaid electricity metering industry undertaking to ensure that all prepaid meters that will roll over to a new TID code on 24 November 2024 are correctly recoded.

**Follow** these three steps to recode your meter:

**Step 1**

✓

Key in the **first 20 digits** of your recode token and wait for it to be accepted.

**Step 2**

✓

Key in the **second 20 digits** of your recode token and wait for it to be accepted.

**Step 3**

✓

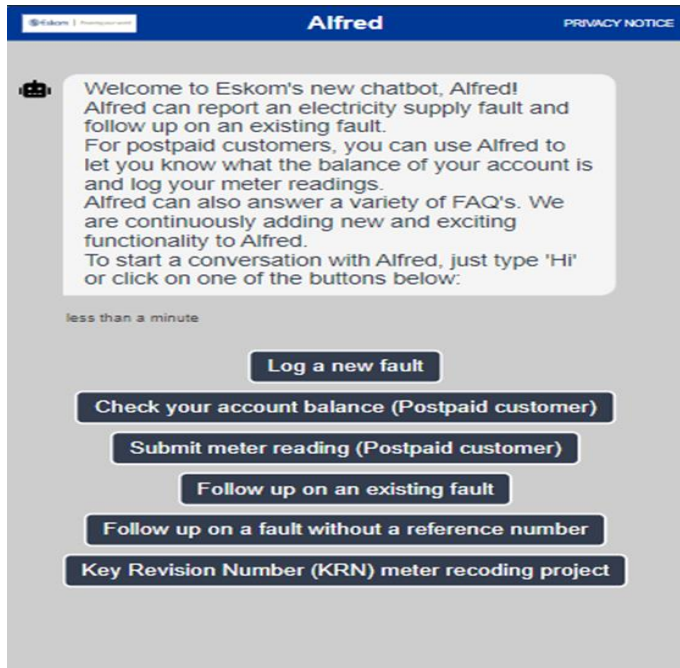
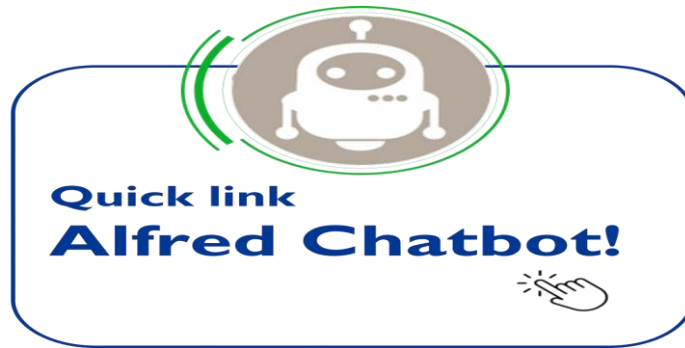
Very important last step: Key in the **last 20 digits** of your purchased token to recharge your meter.

**How will I know whether my meter has been updated successfully?**

Your normal, purchased prepaid electricity top-up token will be loaded successfully.

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## Frequently Asked Questions (FAQ) linked to Alfred Chatbot



## Contact Centres



### Assistance to Customers:

- Developed pamphlets on how to recode the meter in all official languages
- Engage ward councilors notifying them of the project and give them pamphlets to distribute
- Distribute pamphlets in areas where we are rolling out
- Issue a connect that is shared on social media platforms with the specific dates and area name
- Send out sms to customers notifying them of the change happening in their areas
- Posted step by step guide on social media
- Eskom personnel visible where the rollout is happening
- Frequently asked questions loaded on Alfred chatbot
- Created queue to direct customers with KRN related queries at the Contact Centre 0860 037 566
- Eskom personnel trained on how to deal KRN related queries

## Radio Interviews



- ❑ We will continue to rely on the media as an important partner for getting the messages across
- ❑ Eskom will also use its social media platforms, Alfred Chatbot and Eskom website for updates
- ❑ We urge South Africans to embrace this necessary change and express gratitude to those who have already participated in Do-It Yourself electricity prepaid meter recoding process.
- ❑ Working together we can recode all the meters before the deadline of 24 November 2024





# Thank You