

Enlight SIENNA Meter Key Change Procedure

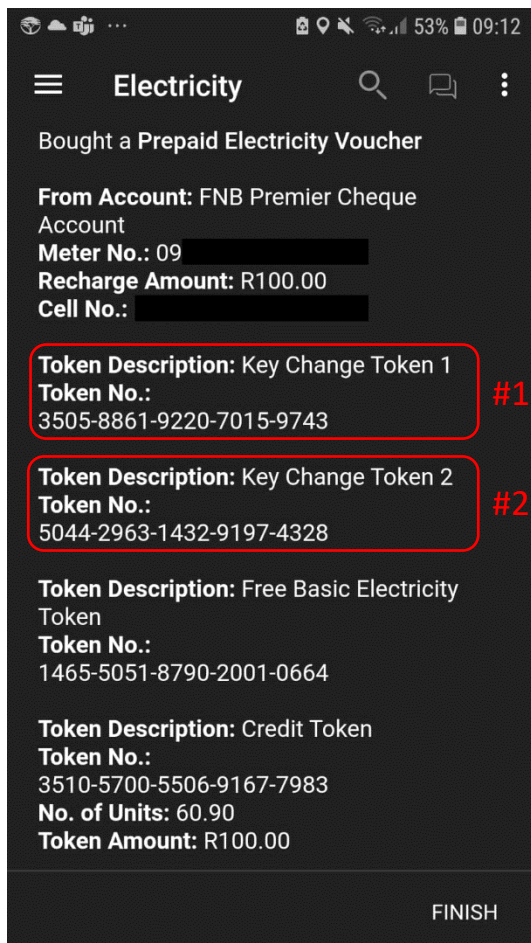
As communicated by your electricity service provider and published by the media, all STS prepaid electricity meters need to be updated by 2024.

This update is called a Key Change and will be identified on your voucher when purchasing credit for the meter by the presence of two additional Key Change tokens.

If you have an Enlight SIENNA meter you can follow the procedure as detailed below to assist you.

When you purchase credit either online or via a vending point of sale, your meter credit voucher may look something like these:

ONLINE Voucher Example



Electricity

Bought a Prepaid Electricity Voucher

From Account: FNB Premier Cheque Account
Meter No.: 09 [REDACTED]
Recharge Amount: R100.00
Cell No.: [REDACTED]

Token Description: Key Change Token 1
Token No.: 3505-8861-9220-7015-9743 #1


Token Description: Key Change Token 2
Token No.: 5044-2963-1432-9197-4328 #2

Token Description: Free Basic Electricity Token
Token No.: 1465-5051-8790-2001-0664

Token Description: Credit Token
Token No.: 3510-5700-5506-9167-7983
No. of Units: 60.90
Token Amount: R100.00

FINISH

Vending System Voucher Example



Credit Token

[REDACTED] Municipality

VAT: [REDACTED]

Date: 03 February 2022 13:32
Account: [REDACTED]
Customer: [REDACTED]
VAT Reg No:
Tariff Profile: INDEGENT
Meter: [REDACTED]
Tariff Index: 1
Supply Group: [REDACTED]
Address:

| Charges | Qty | Rate | Amount |
|-------------------|------|------|--------|
| Credit Vend - FBR | 50 | 0 | R: |
| Credit Vend - | 0,73 | 1,2 | R0,87 |
| Block 1 Usage | | | |
| Credit Vend - | | 0,15 | R0,13 |
| General Tax | | | |
| Amount Tendered | | | R1,00 |
| Grand Total | | | R1,00 |

Key Change Token
1757 1835 3042 5396 2242 #1

Key Change Token
4439 2231 1320 1869 0126 #2

Electricity Credit Token - 50KWh
0418 7117 3327 7066 5333

Electricity Credit Token - 0,8KWh
6623 2194 1449 5733 9236

NOTE: Any standard credit tokens bought prior to the Key Change must be entered before the Key Change is performed else, they will not be accepted by the meter.

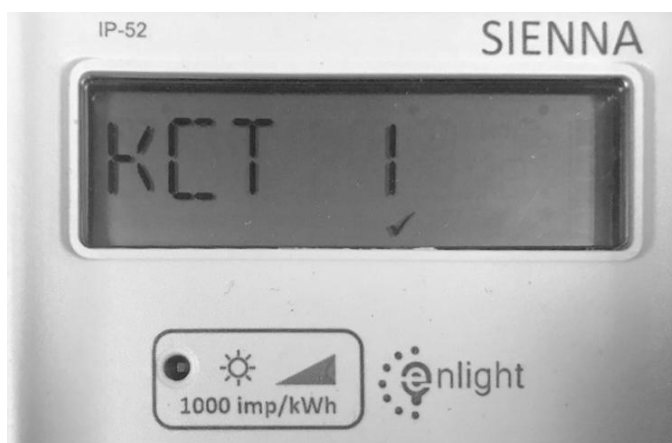
There are two Key Change Tokens both of which must be entered into the meter before you enter the standard Electricity Credit tokens.

KEY CHANGE PROCEDURE

Before you start, enter **005#** on the keypad and check the display shows **KrnKt 12**

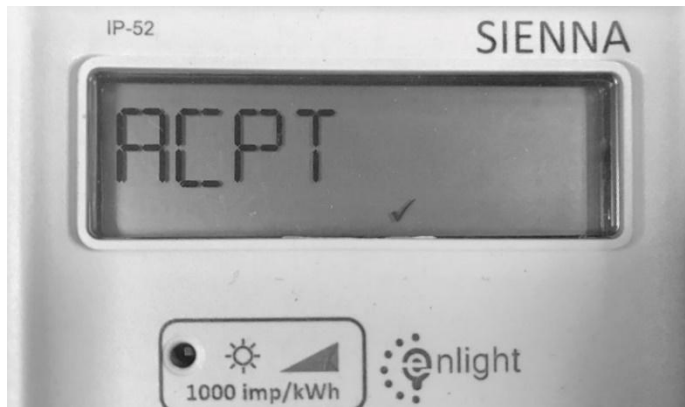


Enter the first Key Change Token followed by the # (Enter) key
The display will show **KCT** and either **1** or **2**.

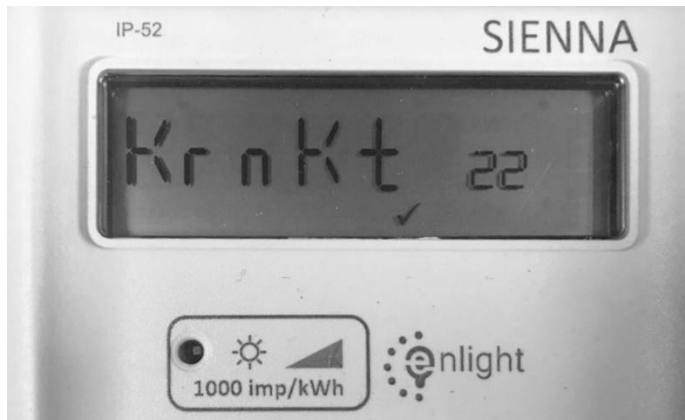


Within one minute of entering the first Key Change Token, you must enter the second Key Change Token.

Enter the second Key Change Token followed by the # (Enter) key.
The display must show **ACPT**. This indicates that both Key Change Tokens have been entered.



Enter **005#** on the keypad and check the display shows **KrnKt 22**. This confirms that the Key Change has been successful.



POSSIBLE ERROR CONDITIONS

- ➔ If after entering the 1st Key Change Token you get **E13** on the display, you may have entered the token incorrectly.
- ➔ If after entering the 2nd Key Change Token you get **E13** on the display, you may have entered the token incorrectly.
- ➔ If after entering the 2nd Key Change Token you get **KCT** again on the display, you have exceeded the one-minute time frame allowed.

For any of the three conditions above you must start the procedure again.



Wait one minute before starting the procedure again.

If you enter the Credit token before doing the Key Change, you will get error message **E13** on the display.

NORMAL OPERATING MODE

You can now enter the Electricity and Credit Tokens.

In both cases you will see the meter credit increase with the Free and Purchased credit.

If you get **E13** you may have entered the token incorrectly, please try again.

There is no time limit on entering the Electricity and Credit Tokens.

The meter is now in normal operating mode, and you can continue purchasing and entering your voucher tokens as before.

Should there continue to be problems entering tokens, please contact your electricity service provider.

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