City of Windhoek





- Progress, Learnings & Challenges

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Presented by :

SARPA/AEDU NAMIBIA 13-14 March 2023

Our Values:

Teamwork

Customer Focus

Communication

Fairness and Equity

To be a **SMART** and **CARING CITY** by 2022

Integrity

OVERVIEW

- Token Identifier Roll over What?
- > TID Project Enablers
- TID Options for utilities
- > Overview of COW Prepayment System
- > COW TID Approach
- COW TID Progress
- COW TID Communication Plan
- Learnings and Challenges
- Questions/Discussions





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TID Rollover

Countdown to



TOKEN IDENTIFIER ROLL OVER - What ?



- The Token Identifier (TID) is a 24-bit field, contained in Standard Identification Specifications (STS) compliance token
- ✓ It identifies the date and time of the token, expressed as minutes since base date(STS 5-1993 STS 6-2014)
- TID is used to determine if a token has already been used in a prepayment meter.
- ✓ TID last for 32 years hence current TID (ST5) with base date of 1993 will roll over on the 24th November 2024 to STS6.
- All STS vending systems and prepayment meters will be affected by TID hence must all be upgraded





TID PROJECT ENABLERS



- ✓ 1st Vending System shall be upgraded ST6: System can accommodate both STS5 and STS6 vending until the 23 November 2024
- ✓ 2nd Existing Prepayment meters shall be upgraded from STS5 to STS6 : Generating two TID/Key change Tokens
- ✓ Existing meters with **base date 2014 upwards are STS6 compliant**
- ✓ Older version Prepayment meters might **FAIL** shall be replaced





TID OPTIONS FOR UTILITIES



Option 1: Field Electrician/Contractor approach

• Use of a dedicated appointed task team/Contractor(s)- *Visit each* customer /meter to enter the TID Roll Over Tokens (2) and test token in the field







TID OPTIONS FOR UTILITIES CONTD..



Option 1:Advantages vs Disadvantages

Advantages	Disadvantages
More Effective	Might be Costly
Minimal support from the Helpdesk for technical queries	More time consuming
Meter audits carried out at the same time	
If meters do not accept Token Identifier token (TID) the technician can replace the meter immediately	





TID OPTIONS FOR UTILITIES CONTD..



Option 2: Customer approach method

• Each customer to enter the TID Roll Over Tokens (2) by themselves before entering Credit token







TID OPTIONS FOR UTILITIES CONTD..



Option 2: Advantages vs Disadvantages

Advantages	Disadvantages
	Need to conduct thorough customer education and
Less costly	tly awareness
	Helpdesk will have to handle a much greater volume of calls
	No Guarantee that the TID Roll Over is successfully completed
	Utility missed an opportunity to Audit the meters





OVERVIEW OF COW PREPAYMENT SYSTEM



 Prepayment electricity system was introduced in Windhoek during 1993

- ✓ City has a total of **55 080** STS compliant Prepaid meters/customers
- ✓ Prepaid annual revenue of over N\$ 700 M − 35% of Electricity
 Revenue
- ✓ Pre-payment system server run by Syntell Software
- ✓ Software hosted at COW with support from Syntell SA
- ✓ Three Super Vendors : Each with several subvendors
- ✓ Super Vendors get **commission** on sales





COW TID APPROACH

 $\checkmark\,$ Initially opted to use both options



- ✓ After further deliberations specifically from our Revenue Protection and Enhancement Team: COW opted for Field Approach due to the following reasons:
- Replace traditional Lead Seals with modern Personalized Unique Seals
- Audit all Prepaid meters
- Fixed Term Employees as opposed to Contracting and retain Project Control to COW
- □ Minimize Customer calls to Call Centre
- Super Vendors expressed concerns of possible financial implications Capacity Call Centre
- Online vending(like banks) has no capability to send 2x TID Token and Credit Token – Delay
- Convert customer meter to STS6 on the System address access problem





COW TID PROGRESS

City convertences

- ✓ Budget approval by **Council** and **ECB** for **2022/23**
- ✓ Sample of Old Prepaid meters based date 1993- Tested by Syntell in 2022 all found to be STS6 Compatible
- ✓ Vending System Upgraded to STS6 January 2023
- ✓ Recruitment of **75%** of TID Team Completed
- ✓ **Pilot of about 50 meters** at Electricity Department Ongoing
- ✓ All new meters and replacement as of January 2023 converted to STS6 at office before installations – Current 648 STS6 meters in the field
- Project Plan completed with expected completion date of June 2024
- Communication Plan being executed prior to project commencement in April 2023





COW TID COMMUNICATION PLAN



Activities	Status
Internal Road Shows	Ongoing
Vehicle Branding & T-Shirts	In progress
News Paper Notices	Ongoing
Radio Adverts	Pending
Mall Pop-up	Pending
Public Meetings	Pending
Social media Video Clip	In progress
Television Video Clip	Pending
TID ROLL	



 COW Emphasis: Sensitize customers to address access problems

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LEARNINGS AND CHALLENGES



- ✓ Have your old meters prior to 2014 tested- **Plan better stock levels**
- ✓ Upgrade your System ASP
- ✓ Understand your **organisation needs**
- ✓ Decide on correct **Approach Resource and Time**
- ✓ Communication is Key Have Communication Plan
- ✓ Have a Dedicated Team for the project
- ✓ Plan for buffer time to complete at least 4-6 months





QUESTIONS/DISCUSSIONS



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