



**STS ASSOCIATION**

# TID Rollover Progress

# Buffalo City Municipality

## INSTALLATION BASE

128 805

## STRATEGY APPLIED

Customers are given Key Change Token (KCT)

## CONVERSION

2 744

## TIMING PLAN

Started 1 April 2019

Project completion end 2021



# Dr Beyers Naudé Municipality

## INSTALLATION BASE

11 542

## STRATEGY APPLIED

Customers are given Key Change Token (KCT)

## CONVERSION

1 250

## TIMING PLAN

Started 1 July 2019

Project completion mid 2020



# Challenges / Solutions

## CHALLENGES

Lack of capacity to get to all meters  
Customer knowledge and education

## SOLUTIONS

Marketing Drive to educate customers/end users of the risk and necessity of the process.  
Engaging with Mayors office and Ward Counsellors  
Engagement with registered Electrical Contractors



# eThekweni Municipality

## INSTALLATION BASE

400 000

## STRATEGY APPLIED

Hire contractors to key in Key Change Token (KCT)

## CONVERSION

18 000 (Smart Meter Base)

## TIMING PLAN

Dependant on the approval of the budget



# eThekweni Municipality

## TIMING PLAN

Dependant on the approval of the budget

### PROPOSED TIMING

**(Based on 400 000 meters)**

Years to complete: 5

Working days per year: 254

Meters per year: 80 000

Meters per day: 315

Communication Plan has been completed, awaiting approvals.



# eThekwini Strategy

Embrace the Current Business Processes / programs &  
use existing contracts

Customers Participation Alignment

Awareness Plan & Participation

SCM Processes

TID Rollover Workgroup

Stakeholder Identification

Communications Plan & Implementation Strategy



# eThekwini Municipality

## CHALLENGES

Customer Awareness

Lack of Trust

Misinformation

Technological Complexity





# eThekwini Municipality

## SOLUTIONS

Start slow – zone areas to test the process on a few meters

Stop /Evaluate

Change the process (*if required* )

Slowly ramp up the number of meters

Run reports monthly, number of meters have been key changed

Evaluate

Keep Ramping up the numbers



# MARKETING SUPPORT

## WEBSITE

[www.tidrollover.com](http://www.tidrollover.com)

## FACEBOOK

Standard Transfer Specification Association

## TWITTER

@STSAssoc

## YouTube

STS Association

## LinkedIn

STS Association

