



MATATIELE

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Electricity Token Policy

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1. OBJECTIVE

The objective of the policy is to provide guidance on the actions required regarding requests from electricity consumers to replace a lost token or refund unused capacity relating to a token purchased.

2. GUIDELINES

- 2.1. Tokens can only be re-issued in respect of meters operating with keypads, and not for meters using magnetic strip technology;
- 2.2. Tokens can only be re-issued in respect of the same meter as the original issue;
- 2.3. No refunds can be effected in respect of any tokens issued, including any unused capacity at an installation or in relation to an incorrect meter number supplied at purchase of a token.