

# MATATIELE LOCAL MUNICIPALITY



**MATATIELE**  
LOCAL MUNICIPALITY

## ELECTRICITY TOKEN POLICY

<u>POLICY INFORMATION</u>	
<u>DATE OF COUNCIL ADOPTION:</u>	25 /05/2023
<u>COUNCIL RESOLUTION NUMBER:</u>	CR 387/25/03/2023
<u>POLICY NUMBER:</u>	MLM/BTO/P12




MR. LMATIWANE  
MUNICIPAL MANAGER

31/05/2023  
DATE



CLLR. S. MNGENELA  
MAYOR

31/05/2023  
DATE



CLLR N NGWANYA  
SPEAKER COUNCIL

31/05/2023  
DATE

Authority	Date
HOD Approval	
MM Approval	
Council Approval	
Date of next Review	

### Approval of Policy

Please note that the implementation of the policy contained in this document is subject to approval and signing off by all relevant Heads and/or Committees, including but not limited to:

- Municipal Manager; and
- Municipal Council.

## Contents

1. OBJECTIVE.....	3
2. GUIDELINES .....	3

**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.