

# MATATIELE LOCAL MUNICIPALITY



**MATATIELE**  
LOCAL MUNICIPALITY

## ELECTRICITY TOKEN POLICY

<u>POLICY INFORMATION</u>	
<u>DATE OF COUNCIL ADOPTION:</u>	27/04/2024
<u>COUNCIL RESOLUTION NUMBER:</u>	CR 588/27/03/2024
<u>POLICY NUMBER:</u>	MLM/BTO/P12

*Where Nature, Agriculture, Tourism are Investments of Choice.*

Electrical Services: 079 522 9770 Prepaid Sales: 079 523 322 Finance Office: 039 737 3565 Disaster and Fire: 039-2500610/079 523 2223  
Police(SAPS): 039-7379904/9905 Water: 082 520 1476 Ambulance: 10177 Traffic: 079 522 9774

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**MR. LMATIWANE**  
**MUNICIPAL MANAGER**

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**DATE**

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**CLLR. S. MNGENELA**  
**MAYOR**

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**DATE**

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**CLLR N NGWANYA**  
**SPEAKER COUNCIL**

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**DATE**

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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.



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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.

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Policy on Electricity Token effective 01 July 2024

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