


MATATIELE LOCAL MUNICIPALITY ELECTRICITY TOKEN POLICY

<u>POLICY INFORMATION</u>	
<u>DATE OF COUNCIL ADOPTION:</u>	28/05/2026
<u>COUNCIL RESOLUTION NUMBER:</u>	CR 1081/28/05/2026
<u>POLICY NUMBER:</u>	MLM/BTO/P12



MRS N.N. ZEMBE
ACTING MUNICIPAL MANAGER

28/05/2026
DATE



CLLR M.P. STURMAN
MAYOR

28/05/2026
DATE



CLLR N.N. NGWANYA
SPEAKER COUNCIL

28/05/2026
DATE



MATATIELE
LOCAL MUNICIPALITY

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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

- Tokens can only be re-issued in respect of meters operating with keypads, and not for meters using magnetic strip technology.
- Tokens can only be re-issued in respect of the same meter as the original issue.
- 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.