

DE AAR

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Posbus/P.O. Box 42, De Aar, 7000

HANOVER

Tel: 053 643 0053 / 0026

BRITSTOWN

Tel: 053 672 0003/0202



Alle korrespondensie moet gerig word
aan die **MUNISIPALE BESTUURDER**

All Correspondence must be addressed
to the **MUNICIPAL MANAGER**

Kantoor van die Munisipale Bestuurder:
Office of the Municipal Manager:

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Municipal Manager
Verw. Nr./Ref. No. 16/2/6/2
Datum/Date: 21 February 2024
Navrae/Enquiries: S Jordan

Attention:

Dear Customers

UPDATE REQUIRED FOR ALL PREPAID ELECTRICITY METERS

Emthanjeni Municipality is modernising their system and will be upgrading all prepaid electricity meters. All prepaid electricity meters needs to be upgraded before the 24th of November 2024. Customers that were not visited the 1st phase, will now be part of 2nd phase (Do-it-yourself phase).

The meter update will entail the below:

On the customer first purchase, they will receive 3 x 20 digit token. Two 20-digit update tokens with their usual credit token. All three tokens need to be inserted into the meter in the order they appear. Any purchase thereafter, you will receive normal 20-digit token.



VISION

"A centre for development and service excellence focused on economic viability in pursuit of a better life for all"

MISSION STATEMENT

"To provide a quality service at all times and:
Invest in our resources, both human and capital
Develop an active citizenry
Create a conducive environment for economic growth".

FOLLOW 3 EASY STEPS BELOW:

1

Enter the first 20-digit update code & wait for it to accept.

2

Enter the second 20-digit update code & wait for it to accept.

3

Enter your usual 20-digit token to recharge your units as normal.

Should you have any queries or need assistance, Contact Syntell Service desk below:

Phone: 021 812 1877

Whatsapp: 072 728 9229

Email: Servicedeskagents@syntell.co.za

Further details can be obtained from Ms K Msia (Electrical) at telephone 071 899 3157

Website can be visited at www.emthanjeni.co.za

Yours faithfully



**DH/MOLAOLE
MUNICIPAL MANAGER**

/sj