

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 in 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.



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



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



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: 0218121877

Whatsapp: 0727289229

Email: Servicedeskagents@syntell.co.za

Further details can be obtained from Ms. K Msia (Electrical) at telephone 071 899 315

For the official municipal notice, click [HERE](#)