



PUBLIC NOTICE

INTRODUCING THE OPE PRE-PAYMENT METER TID ROLLOVER PROJECT, STARTING IN FEBRUARY 2024

Dear Customers and Stakeholders,

Oshakati Premier Electric (PTY) Ltd is committed to delivering safe, reliable electricity services to its customers. To ensure continuity of supply, OPE is embarking on an electricity meter TID Rollover project in Oshakati, which involves the updating of the Token Identifier Date (TID) used on every prepaid electricity meter. OPE is not the only supply authority affected, and All prepayment meters worldwide have to have their base dates rolled over before 24 November 2024. During this project, OPE will also gather information about its customer base to update records and location information for improved service delivery.

The electricity meter TID Rollover project is scheduled to start on 05 February 2024.

OPE has appointed a Consultant to complete this process by rolling over the prepaid meters. The exercise requires the consultants to gain access to all electricity meters in the presence of the house owner or an adult person authorized to grant access. The consultants will visit your residence or business to enter the TID Rollover codes in your pre-payment meter.

To ensure a smooth and efficient rollout, our team has carefully planned every step of the process. The team visiting your homes and businesses will be easily identifiable through OPE-branded high-visibility vests and Photo ID cards. Visits will be scheduled during the day and evening to accommodate the demographics of the area. If you are unavailable on-site, a No Access Notice will be left with contact details to arrange a suitable appointment.

This NOTICE is to bring to the attention of all our customers the planned visits and allow for anticipating our team visits. We understand that this is an important undertaking as the electricity supply can be affected if not reset by 24 November 2024, and OPE intends to make sure that all prepaid meters are reset in time. We, therefore, trust on a good working relationship with our prepaid Customers to make this project a success.

Should you have any queries regarding the above, our team will be on hand to answer any questions and provide support throughout the entire process. For more technical information, **please contact Mr Kamati Mbangula at 065 220229 or KMBangula.opecom.na**