

Dear Valued Clients,

**Subject: Important Notice Regarding TID Rollover and Key Change**

As part of our ongoing commitment to providing reliable and secure prepayment metering solutions, we would like to bring to your attention an upcoming event that may impact the operation of your STS compliant meters.

**WHAT IS TID?**

**The Token Identifier (TID) is a crucial component within STS compliant tokens, serving to identify the date and time of token generation. This 24-bit field plays a pivotal role in determining the validity of tokens used in payment meters.** It's imperative to note that the TID represents the number of minutes elapsed since the base date of 1st January 1993. As this 24-bit field increments, there comes a point where the TID value will roll over to **zero**.

We wish to inform you that all STS prepayment meters will be affected by the **TID** rollover on the **24th of November 2024**. Following this event, any tokens generated afterward and utilizing the 24-bit TID calculated on the base date of 1993 will be rejected by the meters. This rejection occurs because the TID value encoded in the token will have reset back to 0.

To effectively address the occurrence of the TID rollover, a key change process is essential for all meters. This process involves the issuance of key change tokens with the roll-over bit set. By implementing these changes, the meters will reset the TID stack memory to 0, ensuring seamless operation post-rollover.

After the TID rollover key change, the new TID will be calculated from the 2014 base date and will remain valid until 2045, aligning with the lifespan of the new vending key revision.

We understand the importance of uninterrupted metering services for your operations and are committed to facilitating a smooth transition through this process.

Should you have any questions or require further clarification, please do not hesitate to contact our support team.

Thank you for your attention to this matter, and we appreciate your continued trust in our services.

Sincerely,

The Meter Man Team

Dear Meter Man Customer

**UPDATE REQUIRED FOR ALL PREPAID ELECTRICITY, WATER & GAS METERS**

A nationwide program to update prepaid electricity/water meters before they become non-operational on 24 November 2024 is being implemented.

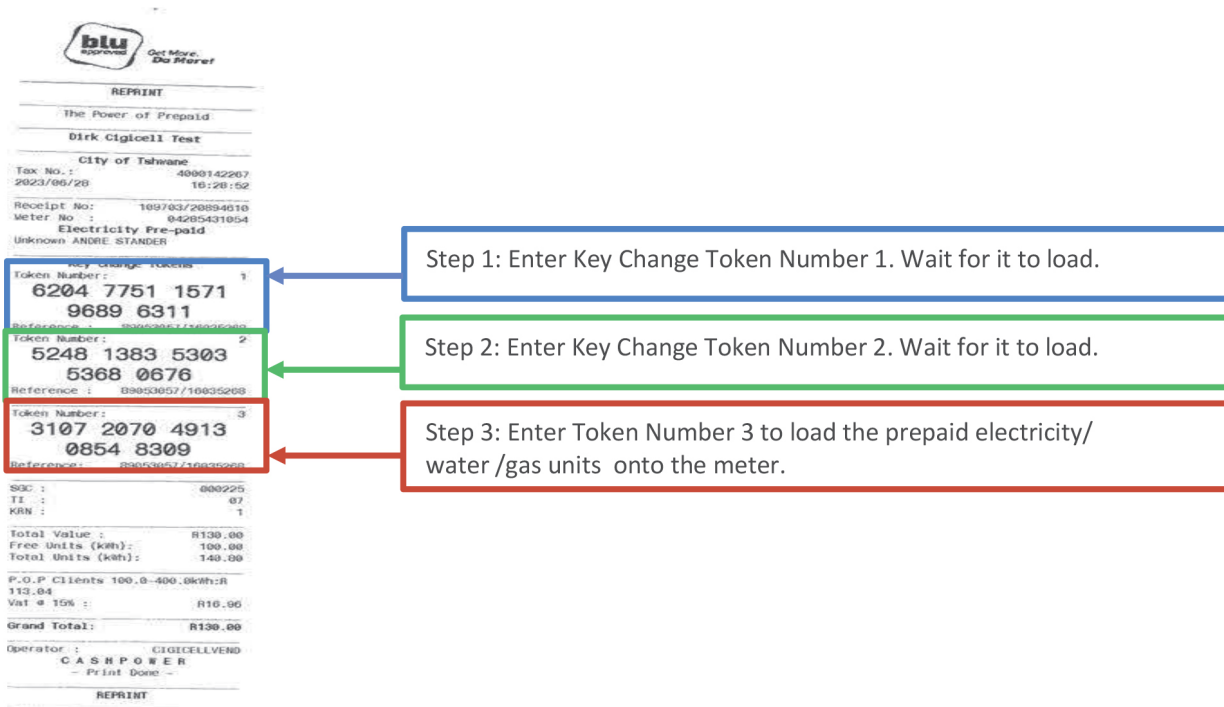
The meter will require the user to manually input two specific key change tokens into the meter. The update process is quick and simple.

When purchasing a prepaid token, users will receive a slip containing **three** token numbers. The **first two** token numbers will be the distinct **key change tokens needed to update the meter** and the third token number will be for the value of units purchased.

These **two key change tokens** will need to be entered into the meter in the **correct order**. The meter will then be **updated** and be ready for the rollover date. **Once updated**, the meter will then accept the third token number and load the units purchased.

**If the user does not complete the update correctly or does not enter the key change tokens into the meter correctly, they will not be able to purchase and load new prepaid tokens into their meter until they have entered the key change tokens successfully, which means they will be without electricity/water or gas.**

The following steps are to be followed to update the meter:



**Step 1: Enter Key Change Token Number 1. Wait for it to load.**

**Step 2: Enter Key Change Token Number 2. Wait for it to load.**

**Step 3: Enter Token Number 3 to load the prepaid electricity/ water /gas units onto the meter.**