



FOR IMMEDIATE RELEASE

25 OCTOBER 2024

KSD MUNICIPALITY SUCCESSFULLY COMPLETES THE TOKEN IDENTIFICATION PROGRAM

We are pleased to announce the successful completion of the Token Identification Program (TID) rollout across all affected wards within the King Sabata Dalindyebo Municipality. This project, initially piloted in the Southridge and Sidwadwa suburbs, has now achieved 100% implementation throughout the municipality.

With over 48,000 users and 36,000 residents registered on the WireIT platform, the transition to the new KNR2 system from the existing KNR1 has been seamless. To ensure our community was well-prepared, notification messages were sent directly to registered individuals' phones, outlining the upcoming changes and steps involved in the rollover process.

In addition to communication efforts, a community meeting was convened for urban and peri-urban Wards to discuss the TID and related issues, and announcements in media to ensure comprehensive information sharing.

The transition proceeded smoothly, with no significant difficulties encountered. While some community members initially expressed concerns about the switch to KNR2, the overall response has been overwhelmingly positive and cooperative. This success underscores the resilience and adaptability of our residents, as well as the meticulous planning and execution by our municipal team.

The Municipality remains committed to ensuring that by the 24th of November, all registered residents will have successfully transitioned to the KNR2 system. Our dedicated teams are working tirelessly to address any concerns and provide support to residents.

We urge all KSD residents who might still experience any issues with the conversion of their meters to KNR2 to seize this opportunity and reach out to the Municipality, as there will be no grace period beyond the 24th of November.

We extend our heartfelt gratitude to the community for their patience and cooperation during this transition. Your willingness to embrace new technologies and systems is crucial in our collective journey towards improved service delivery and enhanced community interaction.

For more information, please also contact KSD Customer service on 0474951037 and 0714013876

ISSUED BY KING SABATA DALINDYEBO MUNICIPALITY

Mayoral Spokesperson

Ms Olwethu Mabovula

0762861988

mabovulao@ksd.gov.za