



**FOR IMMEDIATE RELEASE**

**08 NOVEMBER 2024**

**FINAL CALL FOR KSD RESIDENTS ON TOKEN IDENTIFICATION PROGRAM ROLLOVER**

The King Sabata Dalindyebo Municipality (KSD) is issuing a final call for any residents still experiencing challenges with the Token Identification Program rollover process to contact the Municipality immediately. There are only 15 days remaining until the November 24th deadline.

We urge all KSD residents who have not yet converted their meters to KNR2 to seize this opportunity and reach out to the Municipality for assistance. We also appeal to those who have illegally connected electricity supply or have tampered with their meters to contact the municipality immediately, as they will be completely cut off after November 24th.

The municipality further appeals to those who have been disconnected due to non-payment of their accounts to approach the municipality to make payment arrangements.

So far, the municipality has successfully implemented the Token Identification Program rollover across all affected wards. This initiative involved transitioning over 48,000 users, including 3,600 residents registered on the WireIT platform, from the existing KNR1 system to the new KNR2 system.

To ensure a smooth transition, a community meeting was held for urban and peri-urban units to disseminate information about the TID Program and address any related concerns through all media platforms. The transition was smooth, with no significant difficulties encountered.

This success is a testament to the resilience and adaptability of our residents, as well as the meticulous planning and execution by our municipal team. We remain committed to ensuring that all registered residents will have successfully transitioned to the KNR2 system by the November 24th deadline. Our dedicated teams continue to work tirelessly to address any concerns and provide support to residents.

We extend our heartfelt gratitude to the community for their support and cooperation throughout this transition.

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

**ISSUED BY KING SABATA DALINDYEBO MUNICIPALITY**

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