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STANDARD TRANSFER SPECIFICATION

Simple ▶ Trusted ▶ Secure

# TID ROLLOVER PILOTS

## Q4 2019

# BUFFALO CITY MUNICIPALITY

**INSTALLATION BASE** | 128 805

## **STRATEGY APPLIED**

Customers are given Key Change Token (KCT)

**CONVERSION** | 2 744

## **TIMING PLAN**

Started 1 April 2019

Project completion end 2021



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# DR BEYERS NAUDÉ MUNICIPALITY

**INSTALLATION BASE** ~ 11 542

## **STRATEGY APPLIED**

Customers are given Key Change Token (KCT)

**CONVERSION** ~ 1 250

## **TIMING PLAN**

Started 1 July 2019

Project completion mid 2020



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# CHALLENGES / SOLUTIONS

## CHALLENGES

Lack of capacity to get to all meters  
Customer knowledge and education

## SOLUTIONS

Marketing Drive to educate customers/end users of the risk  
and necessity of the project.

Engaging with Mayor's office and Ward Councillors  
Engagement with registered Electrical Contractors



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# ETHEKWINI MUNICIPALITY

**INSTALLATION BASE** ~ 400 000

## **STRATEGY APPLIED**

Hire contractors to key in Key Change Token (KCT)

**CONVERSION** ~18 000 (Smart Meter Base)

## **TIMING PLAN**

Dependant on the approval of the budget



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# ETHEKWINI MUNICIPALITY

## **PROPOSED TIMING**

**(Based on 400 000 meters)**

Years to complete | 5

Working days per year | 254

Meter Conversions per year | 80 000

Meter Conversion per day | 315

**Marketing & Communication Plan to drive awareness has been completed, awaiting approvals.**



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# ETHEKWINI STRATEGY

## KEY FOCUS AREAS

Embrace the Current Business Processes / programs &  
use existing contracts for Technical Sweep Team

Customer Participation Alignment

Awareness Plan & Participation

SCM Processes

TID Rollover Workgroup

Stakeholder Identification

Communications Plan & Implementation Strategy



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# ETHEKWINI MUNICIPALITY

## CHALLENGES

Customer Awareness

Lack of Trust

Misinformation

Technological Complexity



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# ETHEKWINI MUNICIPALITY

## SOLUTIONS

START SLOW

*Zone areas to test the process on a few meters*

STOP /EVALUATE

*Change the process (if required )*

SLOWLY RAMP UP THE NUMBER OF METERS

RUN REPORTS MONTHLY

Number of meters that have been key changed

EVALUATE

Keep Ramping up the numbers



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# STSA MARKETING SUPPORT

WEBSITE | [www.tidrollover.com](http://www.tidrollover.com)

FACEBOOK

Standard Transfer Specification Association

**TWITTER:** @STSAassoc | **YouTube:** STS Association

**LinkedIn:** STS Association



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