



BROHAM PREPAID SOLUTIONS

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TID ROLL OVER / PREPAID ELECTRICITY AND WATER SOFTWARE UPDATE

To Whom It May Concern:

As of 1 November 2023, BroHam Prepaid Solutions will be implementing a software update called TID Roll Over on all prepaid electricity and water meters.

When the roll over is implemented, users must ensure that all pre-purchased tokens are loaded into the meter as these vouchers will not work after the upgrade.

To activate the upgrade, prepaid users will receive two extra tokens with their electricity and water token purchased from third parties, such as Checkers, Spar, Pick n Pay, online banking etc.

You will receive three 20-digit tokens which you will use to recode/upgrade your meter, then follow these three easy steps.

1. Enter the first 20-digit of the key change token and wait for it to be accepted.
2. Enter the second 20-digit of the key change token and wait for it to be accepted.
3. Enter the usual 20-digit electricity or water token to complete the recoding and recharge units as normal.

For more information or assistance, please contact our office on 010 880 0044 or send an email to info@brohamprepaid.co.za

Regards,
The BroHam Team

Prepaid is Power, Power is BroHam