



314 Glenwood

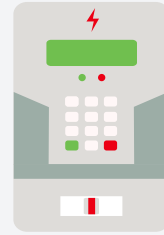
NOVEMBER 2024

IMPACT

newsletter



PREPAID TID ROLLOVER UPDATE:



The Token Identifier (TID) is a 24-bit field embedded in STS-compliant tokens, which identifies the date and time of token generation. This identifier is crucial for determining whether a token has already been utilized in a payment meter. Specifically, the TID reflects the number of minutes elapsed since the base date of 1 January 1993. Due to the incremental nature of this 24-bit field, the TID value will reset to zero on 24 November 2024.

HOW TO KNOW IF YOUR METER IS UPGRADED:

Since February 2024, the Impact team has diligently worked around the clock to update all meters in time. Prior to our arrival at each complex, we communicated our schedule through letters notifying residents of the specific dates for the upgrades. If you have experienced no issues purchasing tokens, your meter is functioning optimally. It is important to note that this upgrade does not alter the functionality of your meter or the process for purchasing electricity.

When you purchase electricity and receive the prepaid voucher, on the slip below there is a KRN number. If it shows "2" then it means your meter is on STS2.

SGC: 000225
TI: 01
KRN: 2



MOVING OUT OR TRANSFERRING FROM ONE UNIT TO ANOTHER?



Whether you are moving out of your current unit to a different complex managed by a different service provider or transferring from one place to another still managed by Impact Meter Services, we need written notice of the date you are vacating the premises. It is best to notify us at least 2 weeks before the vacating date. This can be done via email or at our office.

Discontinuation Of Services:

- Download the Discontinuation of Services form under “Documents and Resources” on the website.
- The existing account holder/s (as per the signed application form and proof of ownership) need to complete and sign the discontinuation form.
- Email the form along with the ID's and proof of banking details to **support@amps.co.za**.
- An email of acknowledgement will be sent to you with a 6-digit ticket number to confirm the email was received and we will respond as soon as possible.

A final reading of your electricity meter will be taken on or about this date, and the task will be used to calculate a definitive account. **Please note!** Final readings will not be taken on weekends. If you vacate your premises on the weekend, please ensure that you switch off the main circuit breaker in the electrical distribution board of your premises. A final reading will be taken on the next successive weekday following the date you vacate.

Step 3:

Your deposit will be credited to your final account as a payment. Any residual amount will be refunded to you electronically to the banking account number that you have supplied. Please allow between 4 to 6 weeks from vacating date for such payments. Deposits can only be paid once the final electricity/water out has been fully settled.



Transfer of Deposit:

This is only applicable if you are moving from one unit to another in the same complex or moving from another complex also managed by Impact Meter Services.

- Download the Transfer of Deposit form under “Documents and Resources” on the website.
- It is important that the same account holder/s on the existing account (as per the signed application form and proof of ownership) need to complete and sign the discontinuation form. No transfer will be accepted if all account holders signed the transfer form.
- Go to “Accounts” and register for a new application. Though you are moving from one place to another, you still need to follow the normal process of a new application for the new unit or complex.
- Applicants as per the lease agreement, levy statement, registration letter or offer to purchase need to complete and sign the application form.
- Upload the normal application form, transfer of deposit form, ID copies and proof of ownership online and submit your application.
- You will receive SMS and Email confirmation that your application has been processed.
- The office will let you know if there are any top-up deposit requirements. You will receive a new Payment Reference number for the new unit you applied for.

Deposits can only be transferred to a new account once the final electricity/water account for the old premises has been fully settled. Impact Meter Services reserves the right to revise the deposit amount required for the new premises. Should the old account remain unpaid, the deposit will be credited to that account as a payment, and a new deposit will be required for your new premises. Any unpaid amount on the old account after the deposit has been credited to your report will be transferred to your new account. Nonpayment thereof may lead to the discontinuation of services at your new premises.

Please Note: Consumers must remember that they remain responsible for electricity/water consumption at the premises until written notice as described above has been received by Impact Meter Services.



IMPACT ANNOUNCEMENTS

IMS OFFICE HOURS:

Mondays to Fridays:

Call Centre: 08:30 AM to 16:30 PM

Walk-ins: 9:30 AM to 15:30 PM

Afterhours: 16:30 PM to 21:30 PM

Saturdays:

Call Centre: 08:30 AM to 12:00 PM

Walk-ins: Closed.

Sundays:

Closed

Public Holidays:

Closed

EMERGENCY NUMBERS:

Pretoria East: 072 511 3224

Pretoria West, Central, North and
Montana: 082 785 6691

Centurion, Midrand, Ekirhuleni
and JOhannesburg: 076 507 6341

