

NALA LOCAL MUNICIPALITY

FOR ENQUIRIES PLEASE SPEAK TO

Our ref: _____

Your ref: _____



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ALL COMMUNICATIONS TO BE
ADDRESSED TO THE
MUNICIPAL MANAGER

ATTENTION!

UPDATE REQUIRED FOR ALL PREPAID ELECTRICITY METERS DEAR CUSTOMERS

Nala Local municipality is modernising their system and will be upgrading all prepaid electricity meters. All prepaid electricity meters needs to be upgraded before the 24th of November 2024.

Customers that were not visited in the 1st phase, will now be part of 2nd phase (Do-it-yourself phase)

Prepaid meter users should recharge any pre-purchased vouchers before they enter the codes to upgrade the meter.

The meter upgrade will entail the below:

On the customer first purchase, they will receive 3 x 20-digit token. Two 20-digit update tokens with their usual credit token. All three tokens need to be inserted into the meter in the order they appear. Any purchase thereafter, you will receive normal 20-digit token.

FOLLOW 3 EASY STEPS BELOW:

1

Enter the first 20-digit update code & wait for it to accept.

2

Enter the second 20-digit update code & wait for it to accept.

3

Enter your usual 20-digit token to recharge your units as normal.

Should you have any queries or need assistance, Contact Syntell Service desk below:

Phone: 0218121877

Whatsapp: 0727289229

Email: Servicedeskagents@syntell.co.za