

Recoding your prepaid meter to KRN2



Act before 24 November 2024 to avoid service disruptions and possible meter replacement costs!

The Key Revision Number (KRN) Rollover Programme is a prepaid electricity metering task to ensure that all prepaid meters that will roll over to a new KRN Code on 24 November 2024 are correctly recoded.

The upgrade moves meters from the old system (KRNI) to a new one (KRN2) to keep them secure and working properly. Eskom is ready, and has completed upgrading the system, allowing you to recode.



If your meter is still on KRNI, you need to buy a new electricity token before 24 November 2024 to switch to KRN2. This is an easy process, and it will make sure your meter keeps working without problems. Don't wait—act now to avoid service disruptions and potential meter replacement costs.

What you need to know

If your meter still uses KRNI tokens, you must act now by buying a legal electricity token before 24 November 2024.

Why recoding matters

Meters that are not recoded will no longer accept KRNI tokens after this deadline. Meter replacement costs will apply should you not be recoded—a cost that can be avoided by recoding now.

How to check your prepaid meter KRN status.

There are various ways to check that your meter is recoded to KRN2, depending on the type of meter in use.

After following the instructions below, if your display shows '1' it means your meter still needs upgrading. If the display shows '2' then it means your meter has already been recoded to KRN2.

Instructions to check meter status

Customers need to enter 1844 6744 0738 4377 2416 on the meter keypad. Should this number not work, please punch in the below unique numbers according to the make of your meter.

Meter Make	Code to punch in
Landis + Gyr (E460)	i057 Enter
Landis + Gyr (PLC2)	i057
Conlog	#005#
Voltex	005 enter
Nyamezela	Press red button and hold until dots are displayed, then type 005 enter.

Steps to recode your meter

Step 1: Enter the first 20-digit recode token.
Step 2: Enter the second 20-digit recode token.
Step 3: Enter the 20-digit purchased token to recharge.

Important reminder: Before you recode your meter, key in all your pre-purchased tokens, including free basic electricity tokens, otherwise your pre-purchased tokens WILL NOT load after recoding.

Experiencing issues loading your tokens?

If you are struggling to buy electricity or your tokens do not load after purchasing, your meter needs to be registered.

To register your meter, visit Alfred, the Eskom Chatbot at www.alfred.eskom.co.za/chatroom. Simply select the "Update my details" tab on Alfred and follow the steps.

Have the following information ready when updating your details on Alfred chatbot

1. Prepaid meter number
2. Your ID number, full names and surname
3. Your full residential address
4. Mobile and alternative numbers
5. Your Email address

Customers are advised to wait at least 24 hours after submitting their details, and before buying electricity. Updating your meter information helps ensure a smooth and hassle-free experience when purchasing electricity.

You've bought R100.00 electricity (37.5kwh) for Electricity Sickline.

Enter key change tokens first to upgrade your meter.

Step 1 Key change token 1:
3365 1376 1123 9396 8635

Step 2 Key change token 2:
6775 8202 6526 3916 9339

Free token (FBE):
0768 4991 0610 0976 4271

Step 3 Purchase token:
3471 4667 5951 3351 0428

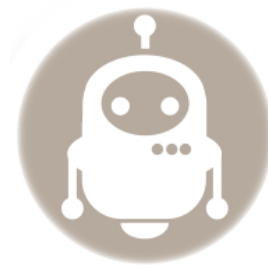
Purchase slip sample

Recode before 24 November!

Don't wait—act now to upgrade your meter! Recoding to KRN2 ensures you can keep purchasing and using electricity without any issues.

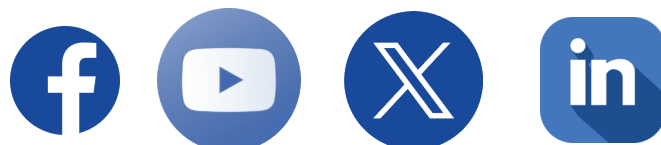
Avoid costly replacements and potential service interruptions by buying your token today. Eskom is here to support you every step of the way. Together, let's power a seamless transition to KRN 2!

CONTACT INFORMATION



Visit Alfred the chatbot at: <https://alfred.eskom.co.za/chatroom/>
Website: <https://www.eskom.co.za/distribution/key-revision-number/>

Connect with us



<https://www.eskom.co.za/distribution/key-revision-number/>