



TSWELOPELE

LOCAL MUNICIPALITY
A MUNICIPALITY IN PROGRESS

PO Box / Posbus 3
BULTFONTEIN
9670

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Our Ref:

PUBLIC NOTICE: TRANSITION OF PREPAID ELECTRICITY VENDING SYSTEM

DATE: 24 February 2026

SUBJECT: TRANSITION FROM CIGICELL TO CONTOUR TECHNOLOGY FOR PREPAID VENDING

Dear Valued Residents and Customers,

Please be advised that the Municipality will be transitioning its prepaid electricity vending system from **Cigicell** to **Contour Technology**, effective from **01 March 2026**.

Reason for Change:

This transition is informed by the **conclusion of the contractual agreement** between the Municipality and Cigicell. Following a formal procurement process, Contour Technology has been appointed as the new service provider to manage the municipality's prepaid vending infrastructure. We wish to provide clarity on how this change may affect your purchasing experience:






Impact on Customers:

- **Municipal Cashier Points:** There will be **no impact** on clients who purchase electricity directly from municipal cashier offices. These transactions will continue as normal.
- **Banking Applications:** The primary impact will be for customers who purchase electricity via **Banking Apps**. To ensure a successful transaction after 01 March 2026, please follow the bank-specific steps outlined below:

T MANELE
ACTING MUNICIPAL MANAGER



Purchase Procedure – Prepaid Electricity (Banking Apps):

 <p>CAPITEC</p> <ol style="list-style-type: none"> 1. Select Pay beneficiary 2. Add beneficiary 3. Select Capitec registered 4. Search WireIT 5. Beneficiary name WireIT 6. Reference - meter number (11 digits) 7. Select Pay 	 <p>NEDBANK</p> <ol style="list-style-type: none"> 1. Transact 2. Pay 3. Select from bank-approved recipients 4. Single payment 5. Search WireIT 6. Beneficiary reference - meter number (11 digits) 7. Select Pay 	 <p>Standard Bank</p> <ol style="list-style-type: none"> 1. Select Payments 2. Select Once off payments 3. Select Business directory 4. Search for WireIT 5. Beneficiary reference - meter number (11 digits) 6. Select Pay
 <p>FNB</p> <ol style="list-style-type: none"> 1. Select Pay 2. Select Recipients 3. Add recipient/bill 4. Select Public recipient 5. Name - WireIT 6. Own reference – WireIT 7. Recipient reference - meter number (11 digits) 8. Select Continue 9. Ensure meter number (11 digits) is correct – select confirm 10. Select Pay now 	 <p>absa</p> <ol style="list-style-type: none"> 1. Select Pay 2. Select Pay new beneficiary 3. Select Pay a bill 4. Select Institution and search for WireIT 5. Account name – WireIT 6. Bill account number - meter number (11 digits) 7. My reference - meter number 11 digits 8. Select Pay 	



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Our Ref:

OPENBARE KENNISGEWING: OORGANG VAN VOORAFBETAALDE ELEKTRISITEITSTELSEL

DATUM: 24 Februarie 2026

OORGANG VAN CIGICELL NA CONTOUR TECHNOLOGY VIR VOORAFBETAALDE VERKOPE

Geagte Inwoners en Kliënte,

Neem asseblief kennis dat die Munisipaliteit sy voorafbetaalde elektrisiteitstelsel sal oorskakel vanaf **Cigicell na Contour Technology**, *effektief* vanaf **1 Maart 2026**.

Rede vir Verandering:

Hierdie oorgang word teweeggebring deur die **beëindiging van die kontraktuele ooreenkoms** tussen die Munisipaliteit en Cigicell. Na afloop van 'n formele verkrygingsproses is Contour Technology aangestel as die nuwe diensverskaffer om die munisipaliteit se voorafbetaalde verkoopsinfrastruktuur te bestuur.

Ons wil graag duidelikheid gee oor hoe hierdie verandering u aankoopervaring mag beïnvloed:






Impak op Kliënte:

- **Munisipale Betaalpunte:** Daar sal **geen** impak wees op kliënte wat elektrisiteit direk by die munisipale betaalkantore koop nie. Hierdie transaksies sal soos gewoonlik voortgaan.
- **Banktoepassings (Apps):** Die grootste impak sal wees vir kliënte wat elektrisiteit via **banktoepassings** koop. Om 'n suksesvolle transaksie na 1 Maart 2026 te verseker, volg asseblief die bankspesifieke stappe soos hieronder uiteengesit:

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WAARNEMENDE MUNISIPALE BESTUURDER



Purchase Procedure – Prepaid Electricity (Banking Apps)

 <p>CAPITEC</p> <ol style="list-style-type: none"> 1. Select Pay beneficiary 2. Add beneficiary 3. Select Capitec registered 4. Search WireIT 5. Beneficiary name WireIT 6. Reference - meter number (11 digits) 7. Select Pay 	 <p>NEDBANK</p> <ol style="list-style-type: none"> 1. Transact 2. Pay 3. Select from bank-approved recipients 4. Single payment 5. Search WireIT 6. Beneficiary reference - meter number (11 digits) 7. Select Pay 	 <p>Standard Bank</p> <ol style="list-style-type: none"> 1. Select Payments 2. Select Once off payments 3. Select Business directory 4. Search for WireIT 5. Beneficiary reference - meter number (11 digits) 6. Select Pay
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