



CUSTOMER ALERT TO PREPAID METER UPDATE

ZESCO Limited is updating prepaid meter software for all its residential customers. The phased exercise commenced on 30 March 2023, and is a mandatory requirement necessitated by the impending expiry, on 24 November 2023, of the software currently in use.

Thus far, over 85% of customers in Lusaka South and Central Zones have had their prepaid meter software successfully upgraded through a self-service three step approach.

However, the Corporation has noted that some customers in the targeted areas are experiencing challenges to update their meters, consequently failing to upload electricity units into their meters.

The customers in areas where meter software upgrade is in progress will, upon buying electricity units, receive a receipt containing **three (3)** 20-digit tokens labeled as **KCT1** and **KCT2** followed by the actual electricity token labeled as **ZESCO token**.

Therefore, to update their meter software and successfully upload electricity units, a customer must take the following the steps:

1. Purchase electricity and collect your prepaid electricity token receipt or receive it electronically
2. Enter the first token (KCT1) then enter (KCT 2) after 30 seconds of entering the first token. Once successful, your meter software is updated.
3. Enter the electricity recharge token labeled **ZESCO token**.

Furthermore, our customers are encouraged to visit our Facebook page [zesco.co.zm](https://www.facebook.com/zesco.co.zm) to access videos demonstrating the three-step process.

ZESCO regrets the inconvenience our customers may experience with the process.

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