



# How to Upload Electricity Meter Readings to eThekweni Municipality

A Step-by-Step Guide for Residents

## Introduction

eThekweni Municipality, which includes the city of Durban and surrounding areas, provides residents with a convenient way to submit their electricity meter readings. Uploading your meter reading can help you avoid estimated bills, ensure accurate billing, and take control of your household energy management. This comprehensive guide will walk you through the process in detail, provide troubleshooting tips, and answer common questions about submitting your electricity meter readings to eThekweni Municipality.

## Why Submit Your Meter Reading?

- **Accurate Billing:** Submitting your actual meter reading helps you avoid estimated bills, which may not reflect your true electricity usage.
- **Budget Control:** By keeping track of your usage, you can better manage your monthly expenses.
- **Prevent Disputes:** Accurate readings reduce the chances of billing errors and disputes with the municipality.

## What You Will Need

- Your latest electricity bill (for account and meter details)
- Access to your electricity meter
- A smartphone, digital camera, or notebook (to record the reading and, where required, take a photo)
- Reliable internet connection
- A computer, tablet, or smartphone to access the eThekweni Municipality website or email

## Step 1: Locate and Read Your Electricity Meter

### Finding Your Meter

The electricity meter is typically located outside your home, in a meter box, or inside a utility room. If you live in a flat or complex, check for a communal meter room.

### How to Read the Meter

- **Digital Meters:** Note the number displayed, ignoring any digits after a decimal point or in red.
- **Dial Meters:** Read the dials from left to right, recording only the numbers the pointer has passed.

Double-check your reading to ensure accuracy. If possible, take a clear photo of the reading for your records.



## Step 2: Prepare Your Information

Before submitting, you'll need the following details:

- Account number (found on your bill)
- Meter number (printed on the meter and bill)
- Your reading (in kWh)
- Date of reading
- Your full name and contact details
- Optional: A photo of the reading for verification

## Step 3: Choose Your Submission Method

eThekwini Municipality provides several channels for residents to submit meter readings:

### Online Portal

1. Visit the eThekwini Municipality website.
2. Navigate to the "Meter Readings" or "Submit Meter Reading" page.
3. Log in or register for an account using your credentials.
4. Fill out the online form with your account, meter, and reading details.
5. Upload a photo of your meter reading (if required).
6. Review the information and submit.
7. Note or save the confirmation number for your records.

### Email Submission

1. Compose a new email to the official meter reading submission address (usually found on your bill or the municipality's website).
2. In the subject line, write: "Electricity Meter Reading Submission – [Your Account Number]".
3. In the body of the email, include:
  - Full name
  - Account number
  - Meter number
  - Date of reading
  - Meter reading (kWh)
  - Contact number
4. Attach a photo of the meter reading (if possible).
5. Send the email and keep a copy for your records.

### Mobile App (if available)

1. Download and install the official eThekwini Municipality mobile app from your device's app store.
2. Log in or create an account.
3. Navigate to the "Submit Meter Reading" section.
4. Enter your details and upload a photo.
5. Submit and await confirmation.

### In-Person Submission

You may also submit your reading at a customer service centre. Bring your details and, if possible, a photo of the reading.

## Step 4: After Submission

- Check for a confirmation email, SMS, or reference number.
- Keep this information for future reference or in case of billing disputes.
- Monitor your next electricity bill to confirm that your reading was processed correctly.



- If your reading does not appear to have been used, contact the Municipality's customer care centre as soon as possible.

## Troubleshooting and Frequently Asked Questions (FAQs)

### What if I submit the wrong reading?

Contact the eThekweni Municipality contact centre immediately with your correct reading, account details, and reference number.

### What if I can't access my meter?

If your meter is locked away or you cannot access it, contact your landlord, property manager, or body corporate. Alternatively, call the Municipality for advice.

### What if I missed the submission deadline?

Readings are typically required within the first week of each month. If you miss the deadline, your account may be estimated. Still submit as soon as possible or contact the Municipality for guidance.

### Do I need to submit readings every month?

Regular submission is recommended to ensure accurate billing, especially if readings are not automatically collected.

### How do I know if my submission was successful?

Successful submissions should generate a confirmation (email, SMS, or reference number). If you do not receive one, contact the customer care centre.

## Tips for a Smooth Submission

- Make it a habit to read your meter on the same day each month.
- Always double-check your reading and account details before submitting.
- Save or screenshot your submission and confirmation for your records.
- Set reminders on your phone/calendar to avoid missing the submission window.
- If you have multiple meters or accounts, submit them separately to avoid confusion.

## Contact Details

For support, check your latest bill or visit the official eThekweni Municipality website for:

- Customer care centre phone numbers
- Official meter reading email addresses
- Office hours and locations

## Conclusion

Submitting your electricity meter reading to eThekweni Municipality is a straightforward process that saves you money, time, and potential hassle. By following the steps outlined in this guide, you can ensure that your energy usage is billed accurately and that you remain an informed, empowered resident. For further assistance, always refer to the official website or contact customer support. Stay proactive, stay informed, and take charge of your electricity usage today!



## INTRODUCTION OF THE

# ONLINE SELF-SERVICE PORTAL

## FOR UPLOADING ELECTRICITY METER READINGS

### REVISION 2

We are committed to continuously improving our services to enhance your interactive experience with the municipality. We are pleased to announce the launch of our Electricity Whatsapp Chatbot Self-Service option for meter reading submissions.

This new feature complements the online self-service portal that was introduced earlier this year, providing you with an additional convenient option set to help you manage your municipal services.



**ETHEKWINI MUNICIPALITY MOBILE APP**



GET IT ON  
Google Play

Download on the  
App Store

[Click Here to Access the Google Play Store](#)

[Click Here to Access the Apple App Store](#)



**ETHEKWINI ELECTRICITY ONLINE PORTAL**



[Click Here to Access the Online Portal](#)



**ETHEKWINI ELECTRICITY WHATSAPP CHATBOT**



[Scan the QR Code to access WhatsApp Chatbot](#)

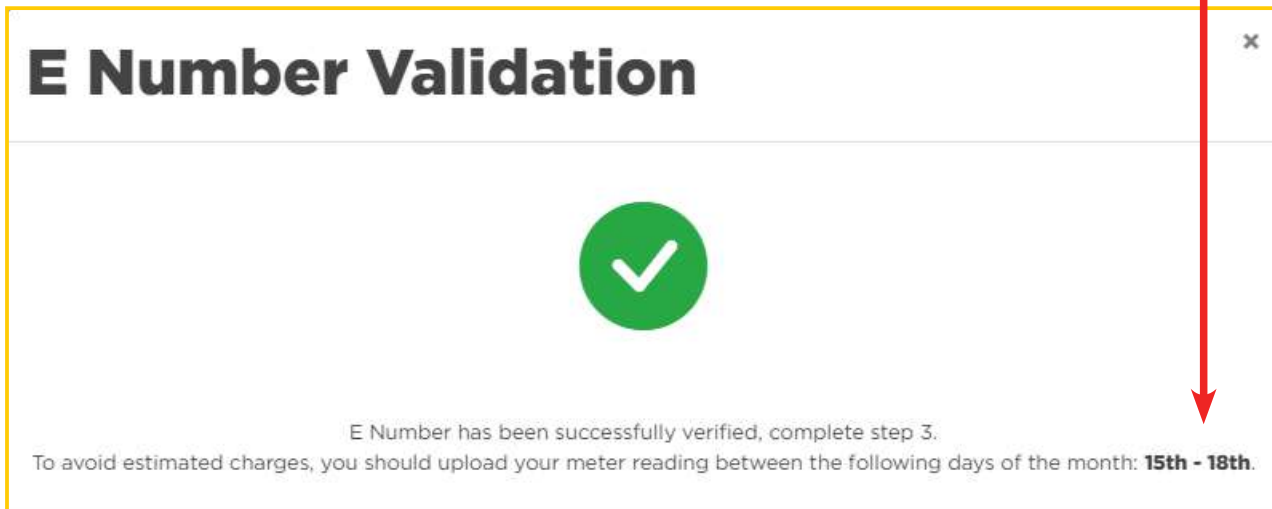
The online portal has been designed to simplify the process of submitting your electricity meter readings. By offering this new online platform, we aim to streamline the meter reading submission process and allow you to update your electricity meter readings from the comfort of your home or office. With more readings being uploaded into the system, there will be less reliance on estimated consumption.

This will result in a more accurate electricity account.


You must consult your account to obtain your connection and meter number to complete the online meter reading upload process. You must also locate your meter onsite and take down the reading, which could then be uploaded via the online portal or on our Electricity Whatsapp Chatbot

We encourage you to upload your electricity meter reading at least once per month. Each account has a specific read cycle period during which you must upload your reading to avoid estimates. This read cycle period

differs per customer, and your read cycle period will be displayed to you via the online portal once you validate your reference connection number (i.e., E Number) in step two of the five-step process.



**E Number Validation**



E Number has been successfully verified, complete step 3.  
To avoid estimated charges, you should upload your meter reading between the following days of the month: **15th - 18th**.









If you load your reading outside the specific read cycle period, your account will be billed based on actuals and estimates. However, your estimates will be based on the last uploaded reading, which will more

accurately reflect your usage.

We trust that you will enjoy using the online self-service portal, and we encourage you to upload your electricity readings monthly



# HOW TO ACCESS THE ONLINE METER READING PORTAL

<p>Step 1</p> 	<p>Open your web browser and type: <a href="https://www.durban.gov.za">https://www.durban.gov.za</a></p> 
<p>Step 2</p> 	<p>Click on Residents:</p> 
<p>Step 3</p> 	<p>Click on Electricity Services:</p> 
<p>Step 4</p> 	<p>Click on Meter Reading:</p> 



# HOW TO UPLOAD YOUR ELECTRICITY METER READING

## Step 1: Obtain your eThekweni municipal account

You will receive your account via email if you have registered to do so. If you do not have your account, you may visit any of the customer service centers for a print out.

You may also visit eServices: <https://eservices.durban.gov.za/v2/> to register an online profile and receive your account via email.

**Sample bill:**

Tax Invoice No. : 8123456789024/02/01

MR T EDISON  
1 JELF TAYLOR CRESC  
STAMFORD HILL  
DURBAN  
4000

THE METRO BILL  
REVENUE DEPARTMENT  
PO Box 828, Durban, 4000  
Tel: 0311324 5000  
<https://correspondence.durban.gov.za:200/>  
Web: [www.durban.gov.za](http://www.durban.gov.za)  
Council VAT Registration No.: 488 019 3505

Post Office Allocation code 0016

01234567890

pay@ 1 1350 0812 3456 7890

01234567890

Your Bill Details

Date	Account Number	VAT Number	Guarantee (R)	Deposit (R)
2024/02/18	81234567890	N/A	0.00	300.00

## Step 2: Enter your electricity reference number (E number) from your municipal account

Your E number can be found within the Electricity section of your account. Insert the reference number and press **VALIDATE**. Should your reference number be successfully validated, you may proceed to Step 3.

**Sample bill:**

**Business And Residential Electricity**

Reference - **E0123456** 1 JELF TAYLOR CRESCENT,  
Residential 1 Phase - Scale 4

CT Ratio| 1.00000| |VT Ratio| 1.00000|

**VALIDATE**



## Step 3: Enter the missing digits of your meter number

Your meter number can be found within the Electricity section of your account. The meter number may be a combination of letters and numbers. Please insert the MISSING DIGITS to validate your meter number. Upon successfully validating your meter number, the input block will turn green.

**Sample:**

Meter No.	Register	Previous Meter Reading	Date	Reading
0987653S	Energy	2024/01/13	83908.00000	
Service from 2024/01/13 to 2024/02/13				30 days

Last four missing digits

## Step 4: Enter your name, surname and contact details

These details would be used to make contact with you should we need to verify your reading or arrange for a physical site inspection of the meter. e.g. of contact number 0821234567

## Step 5: Select the date and enter the reading

07/05/2024



Enter your meter reading



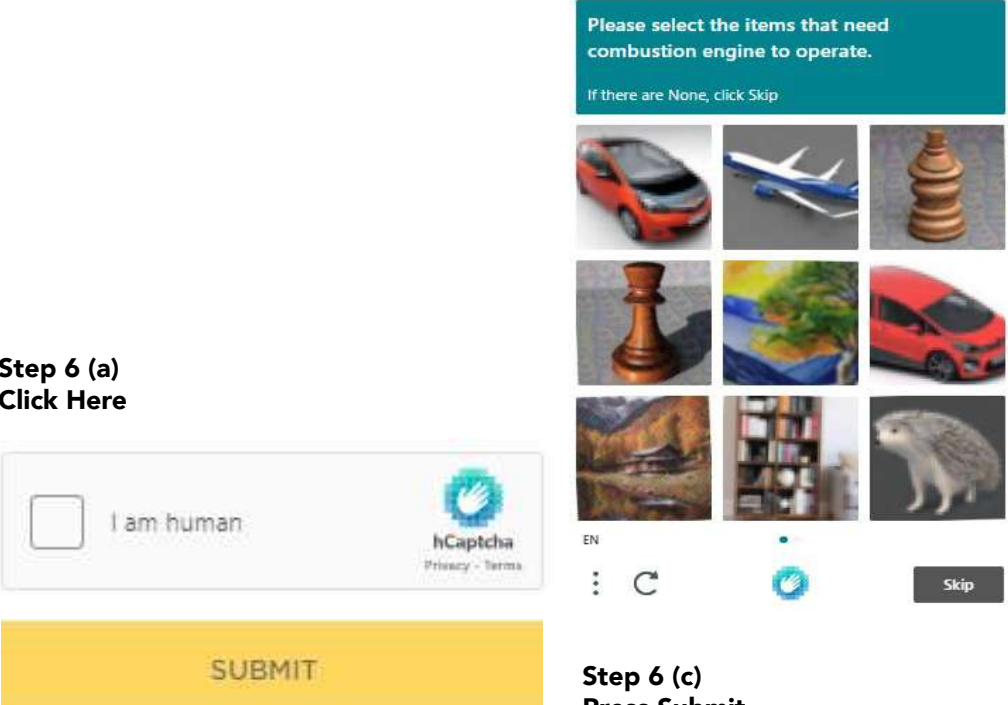
## Step 6: Complete the hCaptcha and press submit

**Step 6 (a)**  
Click Here

Please select the items that need combustion engine to operate.  
If there are None, click Skip

**Step 6 (b)**  
Select the correct item(s)

**Step 6 (c)**  
Press Submit



I am human

hCaptcha  
Privacy - Terms

EN

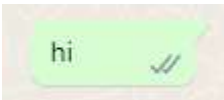
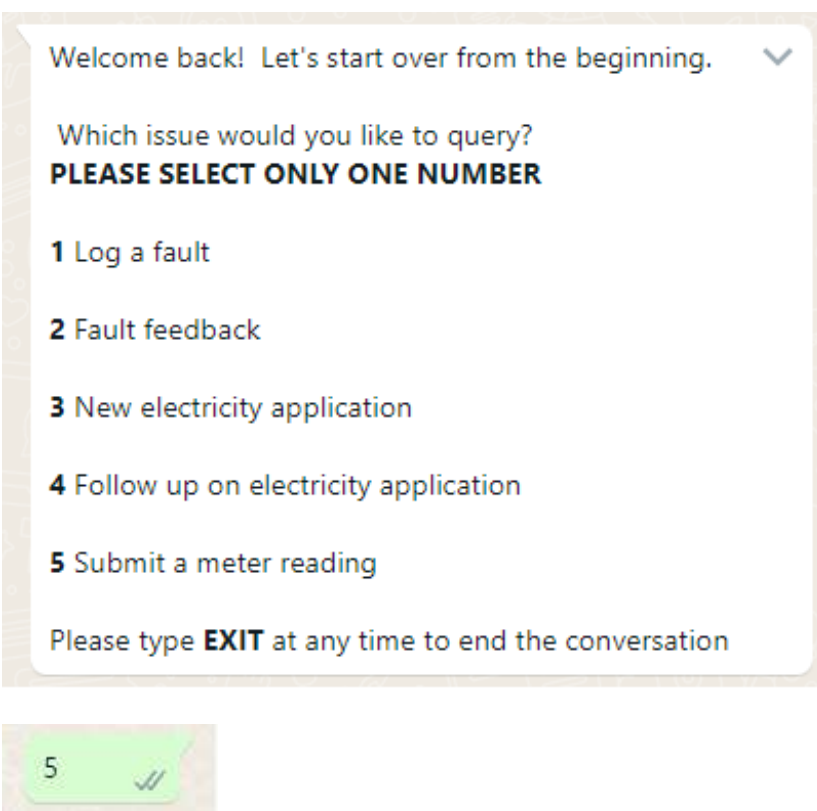

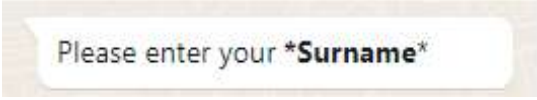
Skip

SUBMIT

**Press the INFO button at each step if you require further information online.**



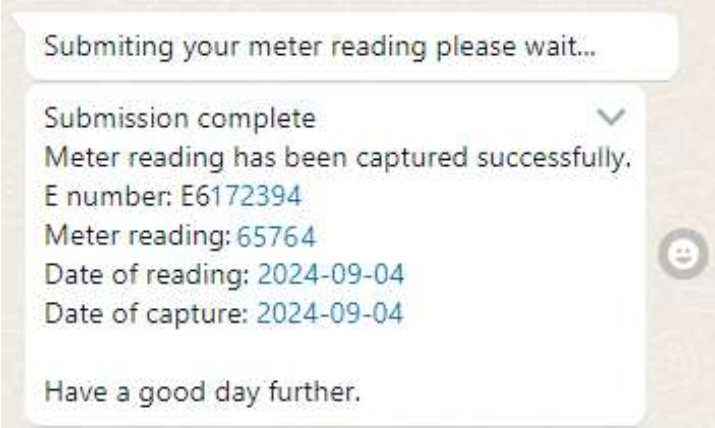
## SUBMIT YOUR ELECTRICITY METER READING VIA WHATSAPP CHATBOT

1	<p>Open WhatsApp and send a " Hi " message to <b>076 791 2449</b>.</p> 
2	<p>The Chatbot will offer you the following prompts. Select <b>5</b> to submit a meter reading.</p> 
3	<p>You will be prompted to enter your first name.</p> 
4	<p>You will be prompted to enter your surname.</p> 



5	<p><b>You will be prompted to enter your contact number.</b></p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Please enter the <b>*contact number*</b> you wish to be contacted on.</p> </div>																
6	<p><b>You will be prompted to enter your “E “number.</b></p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Please enter your electricity reference number (E number) from your principal account.  <b>*Note: Your E number can be found within the electricity section of your account.*</b></p> </div> <p>The “E” Number can be found on your Municipal Account.</p> <p><b>Sample bill:</b></p> <p style="padding-left: 40px;"><b>Business And Residential Electricity</b></p> <p style="padding-left: 40px;">Reference - <span style="border: 1px solid yellow; padding: 2px;">E0123456</span> 1 JELF TAYLOR CRESCENT,  Residential 1 Phase - Scale 4</p> <p style="padding-left: 40px;">-----</p> <p style="padding-left: 40px;">CT Ratio  1.00000   VT Ratio  1.00000 </p> <p style="padding-left: 40px;">-----</p>																
7	<p><b>You will be prompted to enter your meter number.</b></p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Enter the missing digits of your meter number; 565____S.</p> <p><b>*Note: Your meter number can be found within the electricity section of your account. The meter number may be a combination of letters and numbers.*</b></p> <p><b>*Please insert the MISSING DIGITS to validate your meter number.*</b></p> </div> <p>The Meter Number can be found on your Municipal Account.</p> <p><b>Sample:</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="border-right: 1px solid black; border-bottom: 1px dashed black;">Meter No.</th> <th style="border-right: 1px solid black; border-bottom: 1px dashed black;">Register</th> <th style="border-right: 1px solid black; border-bottom: 1px dashed black;">Previous Meter Reading</th> <th style="border-bottom: 1px dashed black;"></th> </tr> <tr> <th style="border-right: 1px solid black;"></th> <th style="border-right: 1px solid black;"></th> <th style="border-right: 1px solid black;">Date</th> <th>Reading</th> </tr> </thead> <tbody> <tr> <td style="border-right: 1px solid black;"><span style="border: 1px solid yellow; padding: 2px;">0987653S</span></td> <td style="border-right: 1px solid black;">Energy</td> <td style="border-right: 1px solid black;">2024/01/13</td> <td>83908.00000</td> </tr> <tr> <td colspan="3">Service from 2024/01/13 to 2024/02/13</td> <td>30 days</td> </tr> </tbody> </table>	Meter No.	Register	Previous Meter Reading				Date	Reading	<span style="border: 1px solid yellow; padding: 2px;">0987653S</span>	Energy	2024/01/13	83908.00000	Service from 2024/01/13 to 2024/02/13			30 days
Meter No.	Register	Previous Meter Reading															
		Date	Reading														
<span style="border: 1px solid yellow; padding: 2px;">0987653S</span>	Energy	2024/01/13	83908.00000														
Service from 2024/01/13 to 2024/02/13			30 days														



8	<p><b>You will be prompted to enter your reading date.</b></p> <p>Please enter the reading date in the following format dd/mm/yyyy.</p> <p><b>Example: 04/09/2024</b></p>
9	<p><b>You will be prompted to enter your reading.</b></p> <p>Please enter the meter reading.</p>
10	<p><b>Your reading will be uploaded, and feedback will be provided regarding the upload status.</b></p> <p>The upload process may take a few seconds to complete.</p>  <p>The screenshot shows a notification sequence: 'Submitting your meter reading please wait...' followed by 'Submission complete' with a dropdown arrow. Below this, it states 'Meter reading has been captured successfully.' and lists details: 'E number: E6172394', 'Meter reading: 65764', 'Date of reading: 2024-09-04', and 'Date of capture: 2024-09-04'. The notification concludes with 'Have a good day further.'</p>

