



Step-by-Step Guide: Submitting Water Meter Readings to eThekweni Municipality

Ensuring Accurate Billing and Responsible Water Use

Introduction

Submitting your water meter readings to the eThekweni Municipality is essential for accurate billing and tracking your household or business water usage. By following the correct procedure, you ensure you are billed for actual consumption rather than estimates, which ultimately helps you manage your water expenses and contributes to responsible resource use. This guide provides a comprehensive, step-by-step walkthrough for residents and business owners in Durban and the surrounding areas.

Step 1: Locate Your Water Meter

- Begin by identifying the location of your property's water meter. Water meters are typically installed outside the home, near the boundary wall, in the garden, or on the pavement. For flats and complexes, meters may be in a shared utility area or outside individual units.
- Ensure the meter is accessible, free from debris, and not obstructed by plants, soil, or other objects. If you have difficulty finding your meter, consult your building manager or contact the municipality's customer care centre for assistance.

Step 2: Read Your Water Meter

- Water meters are usually analogue or digital. Most will display a series of numbers; only the black digits (or those separated by a decimal point) represent kilolitres (1,000 litres) used, and these are the numbers to submit.
- Write down the meter reading clearly. For example, if the meter shows 012345, record it as "12345" kilolitres.
- If your meter has red digits or numbers after a decimal, these represent litres and are generally not required for submission, unless specified by the municipality.
- Take a clear photo of your water meter display if possible; this may be required for verification or proof.

Step 3: Prepare Your Account Information

- Have your municipal account number handy. This can be found on your municipal bill or eThekweni account correspondence.
- Note your property address and contact details, as these are often required when submitting readings.
- Double-check that you are submitting the reading for the correct property, especially if you manage more than one account.



Step 4: Choose Your Submission Method

- Online Portal: Visit the official eThekweni Municipality website [eThekweni eServices](#). Navigate to the 'Meter Readings' section under the 'Services' or 'Accounts' tab. Register or log in with your account details, then follow the prompts to submit your water meter reading. Upload your meter photo if requested.
- Email Submission: Some users can submit readings via email. Use **southern.meters@durban.gov.za**
- In your email, include your account number, property address, the meter reading, the date of reading, and attach the meter photo.
- Phone Submission: Call the eThekweni Municipality customer care centre **080 311 1111**. Provide your account details and verbally report your reading to a service agent. Ask for confirmation that your submission has been recorded.
- Mobile App: If available, download and install the official eThekweni app. Log in, navigate to water services, and enter your meter reading. The app may allow you to upload photos and receive submission confirmation. Check out our guide on downloading the Municipal App
- In-Person: Visit your nearest municipal service centre. Fill out a meter reading submission form with your details and reading. Bring a photo of your meter if possible. Request a receipt or acknowledgment of your submission.
- Our closest Contact Centre is

- Chatsworth
 - Finance Office
 - 16 Main Street
 - Township Centre
 - Chatsworth

Business Hours: 07h30 – 16h00 (Cashiers close at 15h30)

Step 5: Confirm Submission

- After submitting your reading, ensure you receive confirmation. Online and app submissions usually provide an automated confirmation number or email. For email or phone, request a reply stating your reading has been logged.
- Keep your confirmation for reference should there be any queries or disputes regarding your water bill.

Step 6: Monitor Your Bill

- Check your next municipal bill to confirm your submitted reading was used for billing. Your water consumption and charges should match the reading provided.
- If your reading was not reflected, contact the municipality promptly, quoting your submission confirmation and providing your meter photo as backup.
- Regular submissions prevent estimated bills, which can lead to under- or over-charging.

Step 7: Troubleshooting Common Issues

- Meter Access Issues: If your meter is damaged, obscured, or inaccessible, report this to the municipality for repairs or assistance.
- Disputes: If you notice discrepancies on your bill, gather all documentation (reading, photo, confirmation) and contact customer care for resolution.
- Multiple Properties: For multiple accounts, maintain a separate log for each property and confirm each reading is submitted under the correct account number.



Additional Tips and Best Practices

- Submit readings monthly, ideally on a consistent date, to maintain accurate billing and detect leaks or anomalies early.
- Keep a record of your monthly readings and confirmations for future reference and budgeting.
- Report leaks, unusual meter readings, or meter faults immediately to avoid inflated bills and potential water wastage.
- Educate household members or tenants about the submission process, especially in shared or rental properties.

Contact Information

- eThekweni Municipality Customer Care: Find the latest phone number and email address on the official website or your municipal bill.
- Website: Search for 'eThekweni Municipality' online and access the latest updates and digital services.
- Visit your nearest municipal service centre for in-person assistance and queries.

Conclusion

Submitting your water meter readings to eThekweni Municipality is a simple yet crucial process that empowers you to manage your water usage and ensures fair billing. By following the outlined steps, you can streamline submissions, avoid surprises on your bill, and contribute to sustainable water management within your community. Should you encounter any challenges, the municipality's customer care resources are available to assist and advise you.